

GROUP 12 – LUBRICATION

BULLETIN No.	SUBJECT	MODEL
12/2002/001	Controlled oil consumption testing	All



**MITSUBISHI MOTORS
AUSTRALIA LTD.**

A.C.N. 067 570 995

SERVICE BULLETIN

GROUP: 12–Lubrication

DATE: July 2002

NO. 12/2002/001

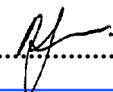
MODEL: All

SUBJECT: Controlled oil consumption testing

COUNTRIES:

Australia

R.I.WYATT
MANAGER - WARRANTY &
TECHNICAL PUBLICATIONS

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Bulletin Consists of 4 Pages

Purpose

This bulletin outlines procedures for rectifying customer reports of excessive oil consumption. Solutions to oil consumption problems can be made easier by involving the customer in the diagnosis process. If there is no obvious cause for the vehicle's reported excessive oil consumption, ask the customer to participate in a simple oil economy/consumption test. Attached to this bulletin is a form with a recommended test procedure. Make copies and use it when there is a questionable diagnosis for excessive oil consumption

After the test is completed provide a copy to the customer. Keep another in the service file for the vehicle to support any oil consumption-related warranty claim.

NOTE:

MMAL warranty policy states that under normal driving conditions, oil consumption within the following ranges is considered acceptable.

- 1) Naturally Aspirated – 0.5litre or less per 1000 kilometre's**
- 2) Turbo Charged – 1.0 litre or less per 1000 kilometre's**

Affected Vehicles

All Mitsubishi passenger and light commercial vehicles

Test Procedure

1. Interview and obtain details of the owner's concern and expectations relating to the vehicle's oil consumption. Enquire about the following conditions that could influence oil economy:
 - Type of driving (stop-go, freeway, high speeds, frequent idling, towing etc)
 - Type of oil used
 - Typical maintenance vehicle has received
 - Has vehicle overheated or run low on coolant?

Note: Record this information on the test sheet after verifying vehicle maintenance records.

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Test Procedure (continued)

2. Request the customer to participate in an oil economy/consumption test. Explain the scope of the test.

Make sure the customer understands that the test will require periodic visits to the dealer service department to check the oil level, add oil when necessary, and change the oil and filter at the scheduled time.

DO NOT take any position, or offer any comment regarding the vehicle's condition or oil economy until the test results are collected and analysed.

3. Inspect the vehicle for any obvious possible causes of high oil usage:
 - During a test drive look for smoking exhaust while decelerating to detect bad valve stem oil seals or worn valve guides
 - Check the coolant for any indication that oil is escaping into the cooling system.Repair any obvious causes of high oil consumption at this time. Warranty policy will determine whether the repair work is covered by warranty or conducted as a retail repair.
4. Change the oil and filter (at the customer's expense, unless the the first scheduled oil change has NOT been performed). Make sure that the oil used during the test is of the recommended service classification and viscosity for the vehicle and climate. Refer to the owners manual or service manual for recommended oil specifications.

Note: MMAL strongly recommends the use of Diamond Spectrum oil for the duration of the test.

5. Seal the engine.
 - Seal the crankcase by painting a mark across the oil pan drain plug.
 - Seal the dipstick and oil filler cap with tape in a way that prevents removal without disturbing the tape seal.
6. Review the test form with the customer who agrees to bring the car to the dealership service department periodically to have the oil level checked and the dipstick resealed (and oil filler cap if required). A visit to the service department every 600 to 1000 kilometre's during the test is a good recommendation
7. Each time the customer returns for an oil usage check during the test period, check the oil as follows:
 - The vehicle must be on a level surface
 - The engine should be thoroughly warmed up
 - Let the vehicle sit for at least 5 minutes after the engine is stopped so the oil can drain down to the oil pan
 - Add oil when the dipstick indicates "ADD", or when the oil level drops one or more litres below the "FULL" mark.

Test Procedure (continued)

8. Record the odometer (not trip meter) at the start of each oil check in the correct column on the form. If oil is added, enter the quantity in the correct column on the form

9. Duration of test and Oil Usage Calculation:

There is no specific limit to the test, but a good suggestion is three times the claimed rate of oil consumption. If the oil consumption is estimated to be 900 kilometre's per litre, make the duration of the test 2700 kilometre's. After the test has concluded, use the completed form to calculate the actual oil consumption rate. As instructed earlier, make copies, then give the customer a copy and keep a copy.

If according to the test results, the oil consumption is determined to be excessive, take corrective repair action, referring to MMAL warranty procedures when repairs might be covered by the vehicle's warranty.

Note: wherever possible all testing should be completed within 3 months

Warranty Information

This bulletin is for information only. No specific warranty procedures/exemptions apply for this condition.



MITSUBISHI

Oil Economy
Data Test Sheet
and Calculation
Form

Dealer Name _____

Customer's Name _____

Year & Model _____

Vehicle Identification Number _____

Test Duration: ____/____/____ to ____/____/____

Oil Brand & Viscosity Normally Used _____

TEST Oil Brand & Viscosity _____

Oil Added during Test:

NOTE: USE A CONTAINER CALIBRATED TO 50 or 100ml

Event	Odometer (kilometre's)	Litres of Oil Added	Dealer Representative's Signature
Start of Test ____/____/____	A	FULL	
____/____/____	B	W	
____/____/____	C	X	
____/____/____	D	Y	
End of Test ____/____/____	E	Z	

Oil Economy (kilometre's per litre) =

Total distance driven (Odometer "E" - Odometer "A") ÷ total litres of oil added (W + X + Y + Z)

Record Vehicle Usage and History Details (circle below as applicable)

- 1) Stop-and-go, freeway, sustained high speeds, frequent idling, towing, other (describe) _____
- 2) Have all oil changes (including air and oil filters) been performed to MMAL recommendations _____
- 3) Has the vehicle overheated, run low on oil or coolant (circle as applicable and explain why below) _____