



Technical Service Bulletin

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| SUBJECT: | | | No: TSB-20-54-001 |
| INOPERATIVE MAIN BATTERY PTC HEATER WITH MIL & EV WARNING MESSAGE | | | DATE: February 2020 |
| | | | MODEL: 2018-2020 Outlander PHEV |
| CIRCULATE TO: | <input type="checkbox"/> GENERAL MANAGER | <input checked="" type="checkbox"/> PARTS MANAGER | <input checked="" type="checkbox"/> TECHNICIAN |
| <input checked="" type="checkbox"/> SERVICE ADVISOR | <input checked="" type="checkbox"/> SERVICE MANAGER | <input checked="" type="checkbox"/> WARRANTY PROCESSOR | <input type="checkbox"/> SALES MANAGER |

PURPOSE

In cold temperatures, the PTC heater relay for the main battery may temporarily freeze. This may cause a MIL to come on or an EV warning message to display when turning the vehicle to the Ready mode. An anti-freezing relay and a relay cover with a new shape is available to prevent this from occurring.

AFFECTED VEHICLES

2018 - 2020 Outlander PHEV vehicles built **before** February 1, 2020.

REPAIR PROCEDURE

When a MIL comes on or an EV warning message is displayed in the Ready mode, and **all** the DTCs listed below are stored, replace the PTC heater relay with the anti-freezing relay (p/n 8627A049) and replace the current relay box cover with the new one (p/n 8565A645).

If other DTCs are stored, or all the DTCs listed below are not stored, there may be another root cause. In this case, do NOT replace the relay and cover - diagnose per the Service Manual.

Diagnostic Trouble Code (DTC) List*:

| BMU | PHEV ECU |
|-------|----------|
| POA84 | POA84 |
| U11AD | P1A2D |
| - | P1054 |

* All DTCs listed must be present for this TSB to apply.

PARTS INFORMATION

Order only the Genuine Mitsubishi Parts listed below.

| Description | Part Number | Quantity |
|------------------|-------------|----------|
| Relay, Micro-Iso | 8627A049 | 1 |
| Cover, Relay Box | 8565A645 | 1 |

WARRANTY INFORMATION

This bulletin is supplied as technical information only and is not an authorization to repair. If an affected vehicle is reported with the described condition, diagnose the condition, repair as described in this bulletin and submit a normal warranty claim using the following information.

| Labor Operation Code | Operation | Nature Code | Cause Code | Time Allowance |
|-----------------------------|------------------------------------|--------------------|-------------------|-----------------------|
| 548494WG | Replace PTC Heater Relay and Cover | 165 | 590 | 0.4 hrs |

Warranty Coverage: 5/60 Basic Coverage (Canada: 5/100)