Technical Service Bulletin

SUBJECT:			No: **TSB-22-55-002**
A/C UNINTENTIONALLY TURNS OFF			DATE: **September 2022**
			MODEL: **2022 Outlander**

CIRCULATE TO:	[ ] GENERAL MANAGER	[**X**] PARTS MANAGER	[**X**] TECHNICIAN
[**X**] SERVICE ADVISOR	[**X**] SERVICE MANAGER	[**X**] WARRANTY PROCESSOR	[ ] SALES MANAGER

PURPOSE

This Campaign Bulletin provides instructions to reprogram the HVAC ECU with updated software.

BACKGROUND

Inappropriate software programming may cause an internal error in the AC AUTO AMP. The AC system turns off unintentionally and does not automatically turn back on. The AC may be turned back on manually within a few seconds; however, stored settings such as temperature, are lost. Upon customer complaint, please reprogram the software.

AFFECTED VEHICLES

All 2022 Outlander

⚠ ATTENTION:

- **Cooling fan may turn on during reprogramming.**

- **The battery charger must be connected to the 12V battery while updating to prevent battery discharge. A discharged battery may cause the reflash to fail, prevent the update, and the HVAC ECU may require replacement.**
- **VERIFY THE LATEST VERSION OF SOFTWARE is installed when the update is complete.**
- **"Erase and Read all DTCs" must be performed since HVAC related DTCs may be generated and stored.**

EQUIPMENT

- The following equipment is needed to reprogram the ECU:
- VCI (Vehicle Communication Interface) or VCI Lite – MB991824 or MB992744
- MEDIC Laptop/Tablet with A/C power adapter – 520924, or FZG1MK2
- MUT III Main Harness "A" (blue connector at the DLC end) – MB991910 or MB992745
- USB 2.0 Cable – MB991827 or MB992747
- MEDIC 3.5/4 update at **754** or higher
- For Standalone MUT III units, MUT-III SE Reprogramming Database **N220701** or higher

ECU REPROGRAMMING CHART

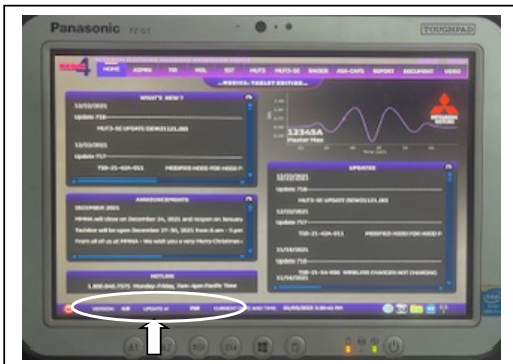| Model	Data No.	New HW Part No.	New SW Part No./Ver.	Target HW Part No.	Target SW Part No./Ver.	Remarks
Outlander / Outlander PHEV	27531W00.3PN		27531W003P		27760W000P 27760W001P 27760W006P 27760W007P	Dual zone climate
Outlander / Outlander PHEV	27531W00.4PN		27531W004P		27760W002P 27760W008P	Triple zone climate

SOFTWARE/MEDIC VERSION VERIFICATION PROCEDURE

1. Verify that the ECU has not already been updated to the latest S/W number in the table above. If the Engine ECU is at the latest level, reprogramming is not necessary.

   > **NOTE:** Reprogramming the ECU with the latest database (e.g., **N220701** includes all past and current reprogramming for TSBs of affected vehicles. It is not necessary to reprogram the ECU for each previous TSB.

For MEDIC 3.5/4 users only: (MUT-III SEV users go to step 5)

2. Verify the MEDIC 3.5/4 is at version 3.5 and at update **754** or higher.
   If your **MEDIC 3.5/4 update is at least 754**, continue with the Reprogramming Procedure.
   If your **MEDIC 3.5/4 update is below 754**, update your MEDIC as follows:

3. Select the MEDIC 3.5/4 Admin tab and click on "Updates".
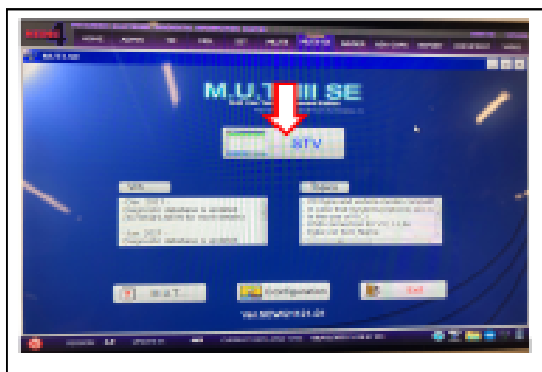

4. If the MEDIC update screen advises updates are available, click the "Begin" button. After all updates are complete, **GO TO THE REPROGRAMMING PROCEDURE**.
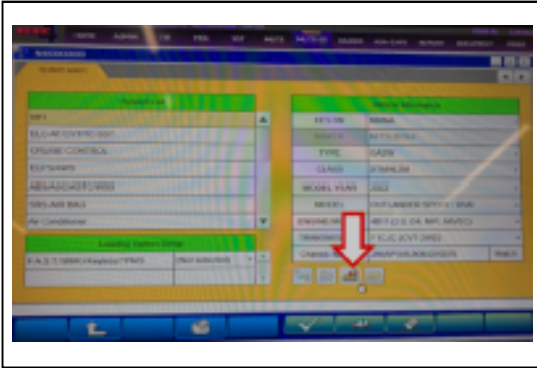

5. STANDALONE MUT–III SE SCAN TOOL VIEWER (STV) ONLY: (MEDIC 3.5 USERS – GO TO THE REPROGRAMMING PROCEDURE). Verify that your MUT-III SE has the most current version of the reprogramming database from the MUT-III SE Main Page.
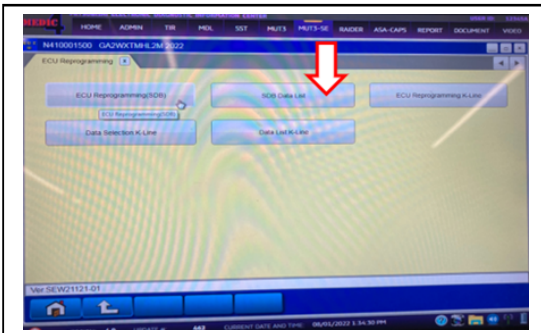
   a. Press the MUT-III SE STV icon.

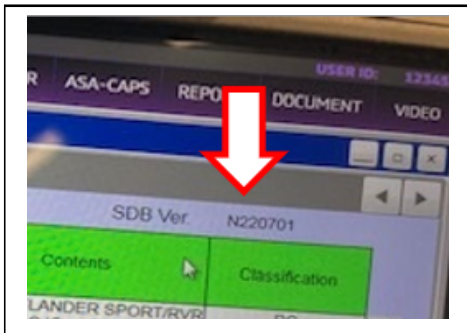b. Press the ECU Reprogramming button.

c. Press SDB Data List, select the reprogramming data system and press the OK button.

d. Confirm that the database number displayed in the upper right above the chart is **N220701** or higher.

   i.   If the database number displayed on your MUT–III SE is **N220701** or greater, continue to the next section.
   ii. If the reprogramming database number displayed on your MUT–III SE is lower than **N220701**, then the MUT–III SE database needs to be updated.
   iii. Once the database number is confirmed, hit the Home button to go back to the System Select screen.
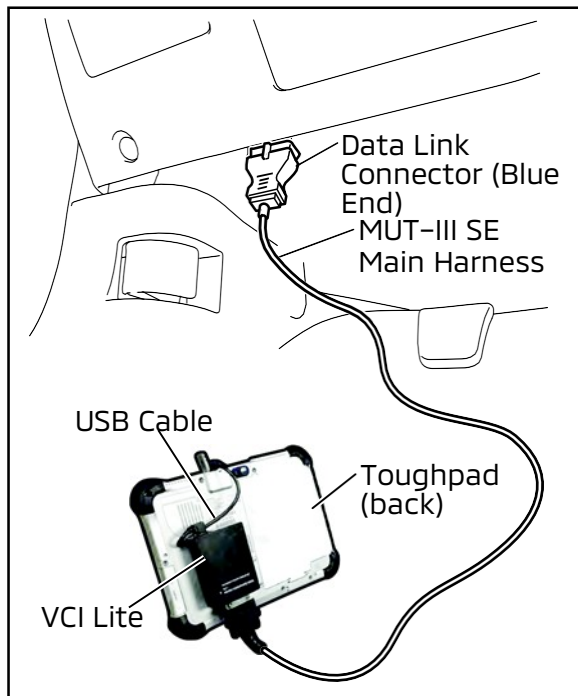
REPROGRAMMING PROCEDURE

⚠️ **CAUTION**   **To ensure that the vehicle battery maintains 12V during the procedure, hook-up a battery charger to the vehicle during the procedure.**

NOTE: VCI Stand–alone reprogramming is not available for this procedure. The laptop/tablet and the VCI must remain connected for the entire procedure.

1. Connect the equipment as follows:

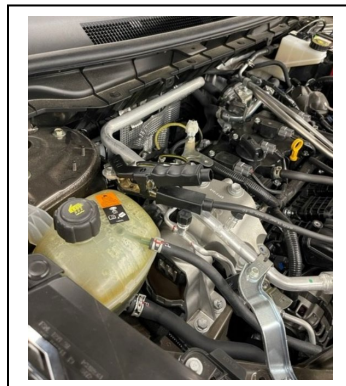   **NOTE:** VCI Lite and MEDIC 4.0 Toughpad shown for illustration purposes only.

Data Link Connector (Blue End)
MUT–III SE Main Harness
USB Cable
Toughpad (back)
VCI Lite

- Turn the MEDIC PC/tablet on. If the battery indicator in the lower right hand corner of the screen does not show a full charge, it is recommended that either the battery be charged prior to beginning or be used with the A/C power adaptor connected.

- Connect the USB cable to the VCI/VCI Lite. When the laptop/tablet displays the MUT-III SE main screen, connect the USB cable to the device.

- Connect the MUT-III SE main harness with the blue DLC connection to the VCI/VCI Lite. Connect the blue connection of the MUT-III SE main harness to the vehicle's data link connector.

- For VCI only (p/n MB991824): Turn the VCI power switch ON. Verify that the indicator lamp in the upper right corner of the screen is green.

⚠️ **CAUTION**

DO NOT DISTURB THE HARNESS CABLES OR CONNECTIONS DURING THE REPROGRAMMING PROCESS AS IT COULD CAUSE THE CONTROL UNIT TO LOSE DATA. IF THE USB CABLE IS DISCONNECTED DURING THIS PROCEDURE, A WARNING MESSAGE WILL DISPLAY.

NOTE: Due to limited space it may be easiest to connect battery charger cable onto ground point.
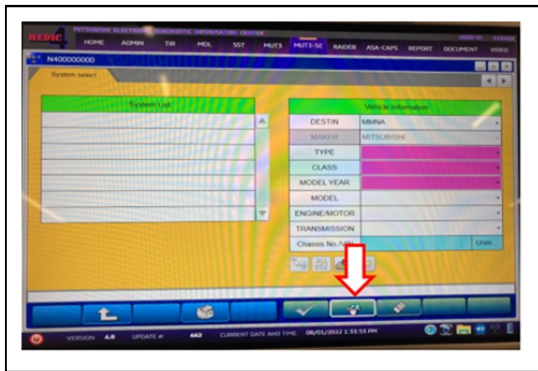

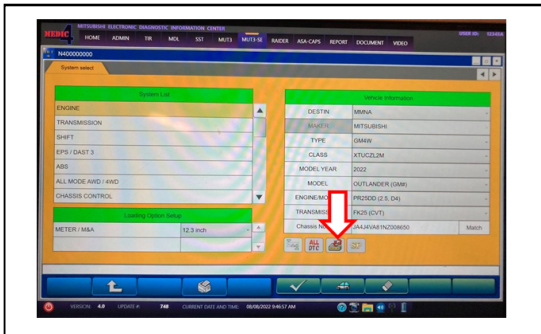2. Turn the ignition switch to the "ON" position.
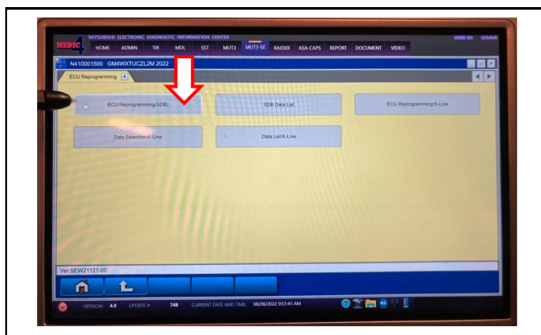
a. Press MUT-III SE STV icon.

b. Press the model information display button (car icon) and verify all vehicle info is correct.
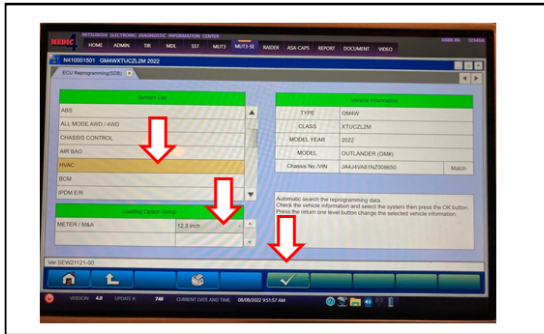

c. Press the reprogramming icon button.

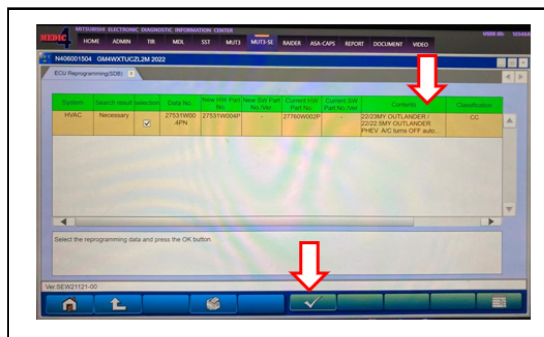

d. Press the "ECU reprogramming" (SDB) button.

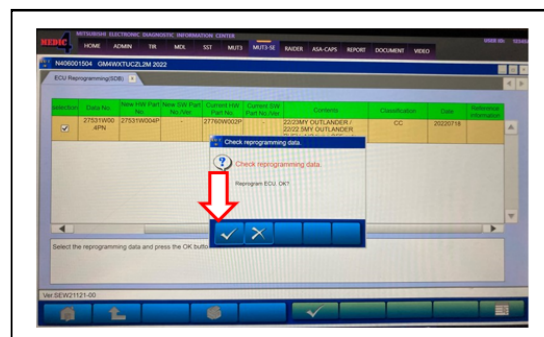e. Select "HVAC" from the System List and equipped meter size from the Loading Option Setup.

f. The Automatic ECU Reprogramming (SDB) database screen will display. Press the OK button.
  - Verify that the correct "NEW" ECU Software (22/23MY Outlander/22/22.5MY Outlander PHEV A/C turns OFF auto...) is listed in the table.
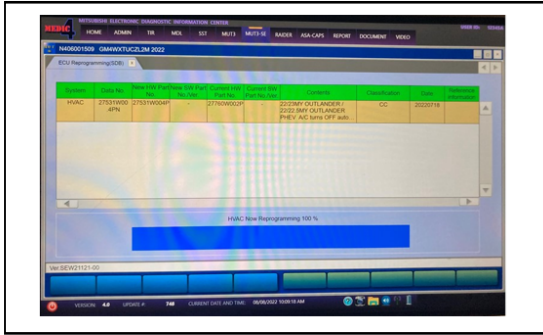

g. Press the OK button to start the reprogramming.

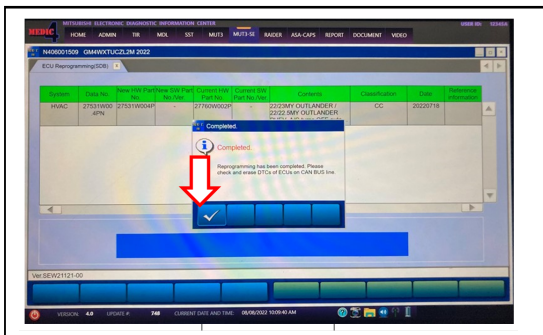

Note: Do not disturb the cable or turn off the ignition during reprogramming to prevent damage to the ECU.
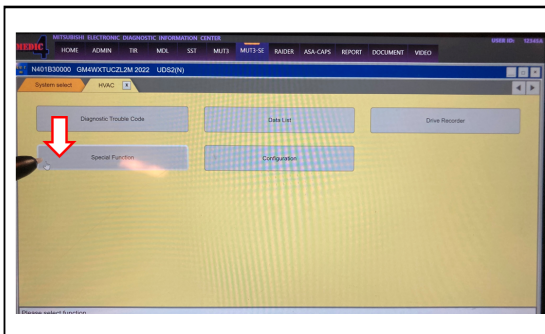
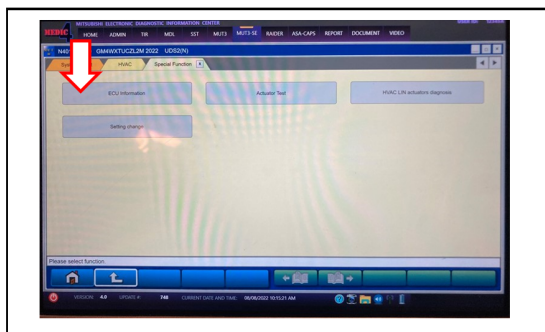h. Once the reprogramming is initiated, the screen will show the reprogramming progress.

i. When reprogramming is completed; turn the ignition switch to the OFF position and press the OK button to confirm the results of reprogramming.

j. Verify the software by turning the ignition switch to the ON position and select the "Special Function" button under the HVAC tab.
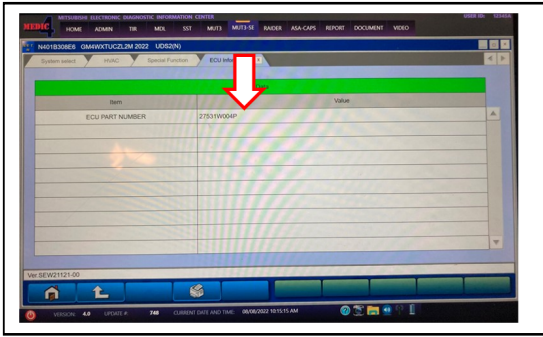

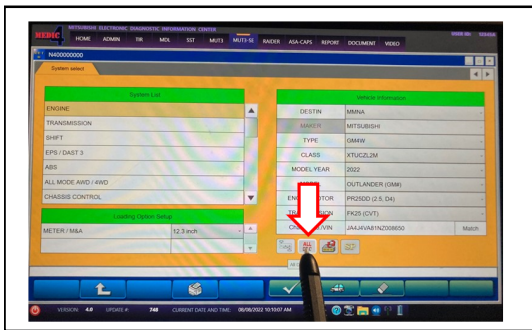k. Select "ECU Information" under the Special Function tab.

l. Verify that the software version has been updated to 27531W003P or 27531W004P depending on the vehicles specification.
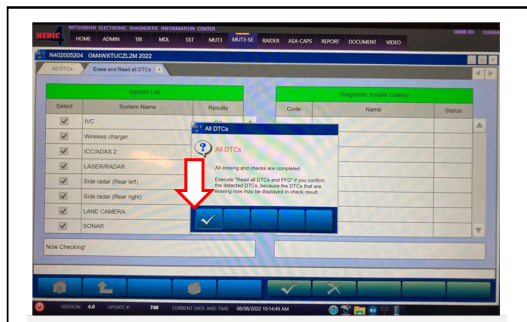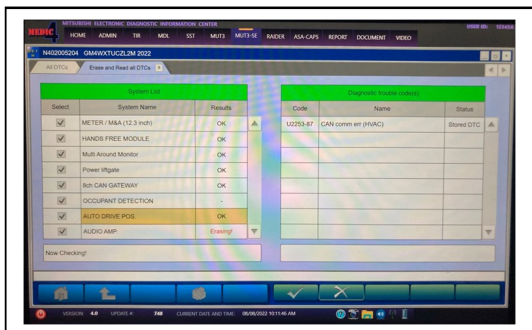

Model	Data No.	New HW Part No.	New SW Part No./Ver.	Target HW Part No.	Target SW Part No./Ver.	Remarks
Outlander / Outlander PHEV	27531W00.3PN		27531W003P		27760W000P 27760W001P 27760W006P 27760W007P	Dual zone climate
Outlander / Outlander PHEV	27531W00.4PN		27531W004P		27760W002P 27760W008P	Triple zone climate

m. Press "ALL DTC" button to initiate the "Erase and Read all DTCs". Press OK when complete.

IMPORTANT: The "Erase and Read all DTCs" must be performed since HVAC related DTCs may be generated and stored.

6   Using a ball-point pen, enter the appropriate ECU part number, Software Part Number (ROM ID#), this Technical Service Bulletin number, your dealer code, and the current date on the Engine Compartment/Control Module Label (p/n MSSF024G00). The Vendor Code is not applicable. The label is available from your facing PDC.

Test drive the vehicle to confirm proper operation.

PARTS INFORMATION

Model	Data No.	New HW Part No.	New SW Part No./Ver.	Target HW Part No.	Target SW Part No./Ver.	Remarks
Outlander / Outlander PHEV	27531W00.3PN		27531W003P		27760W000P 27760W001P 27760W006P 27760W007P	Dual zone climate
Outlander / Outlander PHEV	27531W00.4PN		27531W004P		27760W002P 27760W008P	Triple zone climate

WARRANTY

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 information below.

OPERATION	NATURE CODE	CAUSE CODE	LABOR OPERATION	TIME ALLOWANCE
SOFTWARE UPDATE	590	990	558515HV	0.3 hours