



Technical Service Bulletin

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|--|---|--|--|
| SUBJECT: | | | No: TSB-22-55-002REV3 |
| A/C UNINTENTIONALLY TURNS OFF, REMAINS OFF OR THE TEMPERATURE SETTING CHANGES - REVISED | | | DATE: April 2024 |
| | | | MODEL: See below |
| 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 |

This bulletin supersedes TSB-22-55-002REV2 issued January 2024 to update the affected vehicles and applicable part numbers (by VIN). Revisions are italicized and indicated by ◀.

PURPOSE

This Campaign Bulletin provides updated instructions to replace the A/C AUTO AMP and perform reconfiguration of A/C AUTO AMP and run diagnostics using MUT-3SE. This reconfiguration will stop the A/C setting from changing even if the microcomputer reboots. Please replace the A/C AUTO AMP and perform reconfiguration upon customer complaint.

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 replace the A/C AUTO AMP, reconfigure the A/C AUTO AMP software and diagnosis using MUT-3SE.

The phenomenon is caused by the rebooting of the microcomputer on A/C AUTO AMP (a protective function) and after the system is off for a few seconds it will restart with A/C setting of 75° fahrenheit or remain off.

AFFECTED VEHICLES

*Certain 2022-2024 Outlander
Certain 2023-2024 Outlander Plug-in Hybrid*

| VEHICLE | DESTINATION | PART # | FROM | VIN |
|---------------------------------|-------------------|------------|--------|-------------------|
| Outlander | USA / PUERTO RICO | 27760W018P | 1/9/24 | JA4J3UA85RZ041847 |
| | | 27760W019P | 1/8/24 | JA4J3VA83RZ041612 |
| | | 27760W020P | 1/9/24 | JA4J4WA8XRZ041819 |
| Outlander Plug-in Hybrid | | 27760W027P | 1/8/24 | JA4T5UA91RZ041680 |
| | | 27760W028P | | JA4T5VA91RZ041622 |
| | | 27760W029P | 1/9/24 | JA4T5WA9XRZ041821 |

WORK PROCEDURE

Follow the work procedure below and reference the 2024 Outlander Plug-in Hybrid Service Manual as necessary for both the Outlander and Outlander Plug-in Hybrid vehicles. This is recommended due to the 2024 Outlander Service Manual incorrectly guiding to the BCM instead of the A/C Amp.

2024 Outlander Plug-in Hybrid Service Manual: Heater & Air Conditioning Control System, A/C Amp, Removal and Installation.

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The information contained in this bulletin is subject to change. For the latest version of this document, go to the Mitsubishi Dealer Link, MEDIC, or the Mitsubishi Service Information website (www.mitsubishitechinfo.com).

WORK PROCEDURE (Continued)

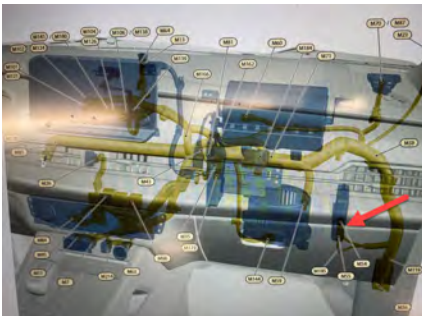
1. Remove Glove Box cover.
2. Remove Instrument Panel pad located on passenger side.



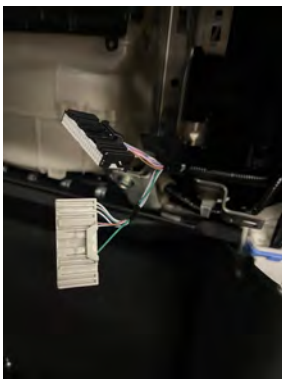
3. Remove Glove Box case. Please note there are a total of "8" screws plus clips.



4. AC Auto Amp is on the right hand side of the HVAC Case (fresh air intake) and is held by "1" screw.



5. Disconnect AC Auto Amp and replace with a new one. Please note the new part should be installed as shown below with the screw hole at the top and caution used when reconnecting.



6. Reinstall all components.
7. After replacement of the A/C Amp, it is necessary to perform Control Unit Configuration with MUTIII-SE.
8. Upon completion of configuration, test A/C operation.

SERVICE MANUAL REFERENCES

Please note the following references were taken from the 2024 Outlander Plug-in Hybrid Service Manual and are the same for Outlander. Please note the 2024 Outlander Service Manual incorrectly guides to the BCM instead of the A/C Amp.

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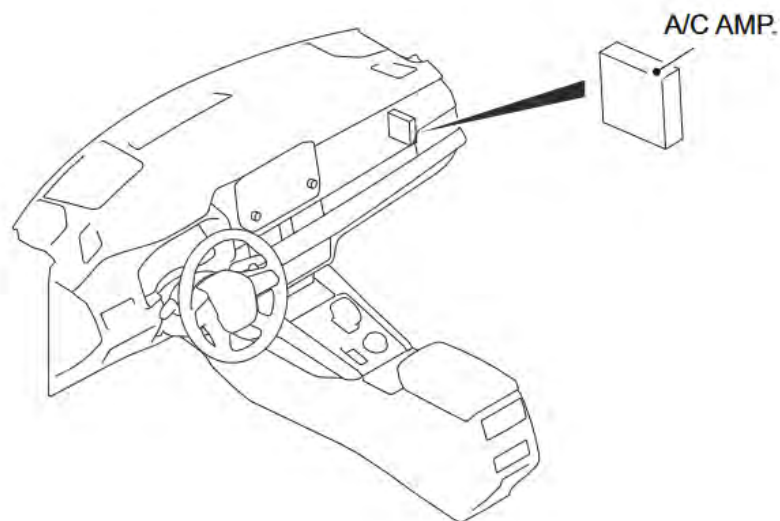
HEATER & AIR CONDITIONING CONTROL SYSTEM

A/C AMP.

Removal and Installation

Pre-removal and post-installation operation

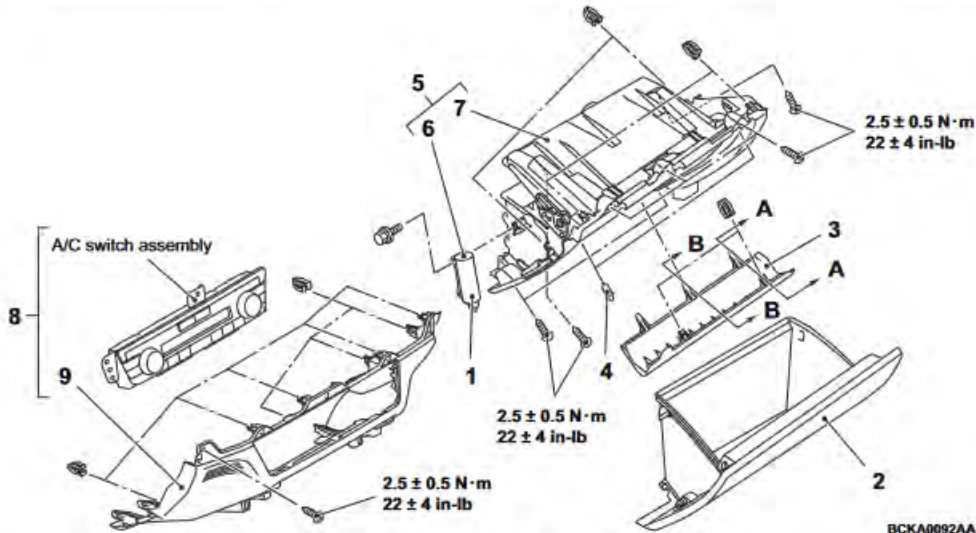
- Glove box Removal (Refer to Glove box and center ventilator finisher [Removal and Installation](#))



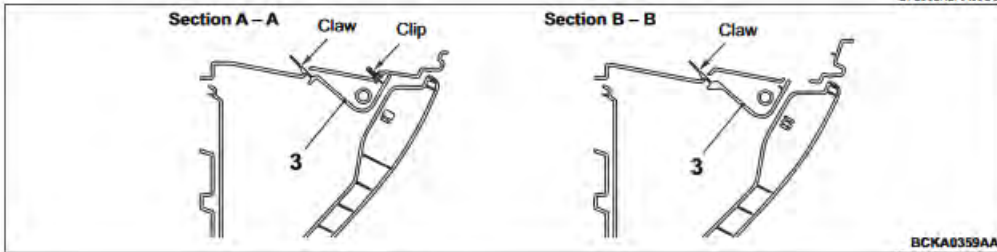
BCKA0230AA

GLOVE BOX AND CENTER VENTILATOR FINISHER

Removal and Installation



BCKA0092AA
CF2002KBA00USA



BCKA0359AA
CF2002KCA00USA

| Removal steps | |
|---------------|---|
| 1. | Glove box and glove box damper connection |
| 2. | Glove box |
| 3. | Glove box cover |
| 4. | Glove box cushion |
| * <A> | Instrument pad (passenger's side) (Refer to Removal and Installation). |
| 5. | Glove box case assembly |
| 6. | Glove box damper |
| 7. | Glove box case |
| * <A> | Instrument panel center cover assembly (Refer to Removal and Installation). |
| * <A> | Instrument lower center cover (Refer to Removal and Installation). |
| 8. | Center ventilator finisher assembly |
| * <A> | A/C switch assembly (Refer to A/C SWITCH ASSEMBLY Removal and Installation). |
| 9. | Center ventilator finisher |

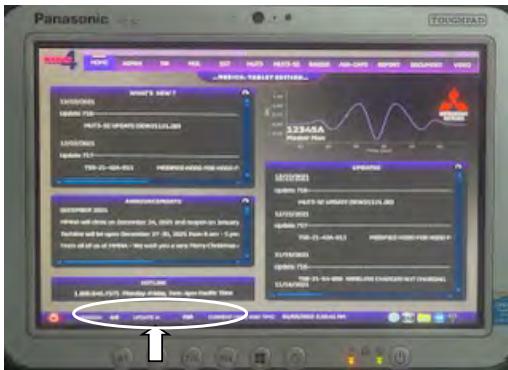
Required Special Tool:

EQUIPMENT

- The following equipment is needed to reconfigure 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 **838** or higher

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

1. Verify the MEDIC 3.5/4 is at version 3.5 and at update **838** or higher.
If your **MEDIC 3.5/4 update is at least 838**, continue with the Reprogramming Procedure. If your **MEDIC 3.5/4 update is below 838** update your MEDIC as follows:



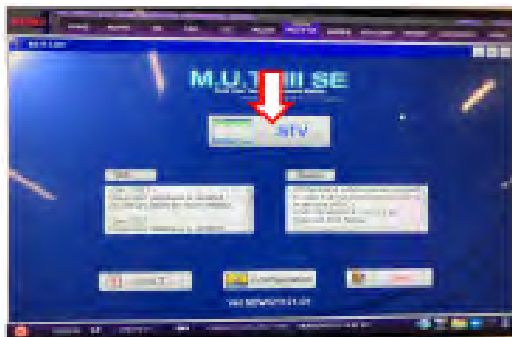
2. Select the MEDIC 3.5/4 Admin tab and click on "Updates".



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



4. STANDALONE MUT-III SE SCAN TOOL VIEWER (STV) ONLY: (MEDIC 3.5 USERS - GO TO THE CONFIGURATION 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.



RECONFIGURATION PROCEDURE

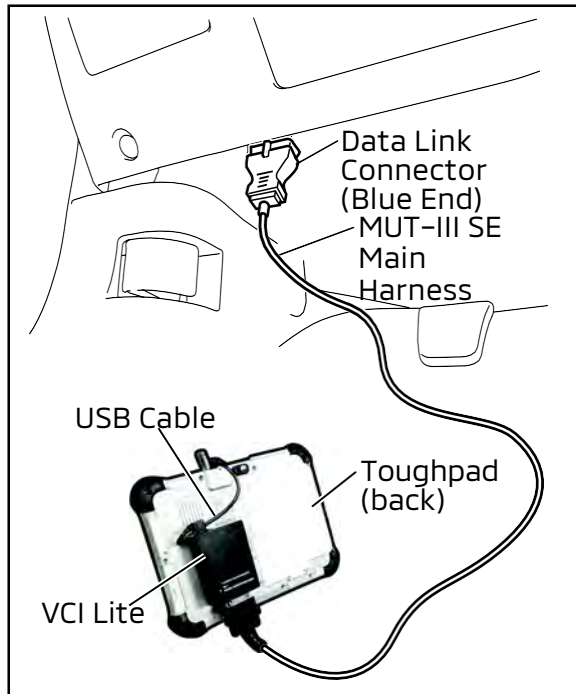


To ensure that the vehicle battery maintains 12V during the procedure, hook-up a battery charger to the vehicle during the procedure.

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.



- 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.



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.

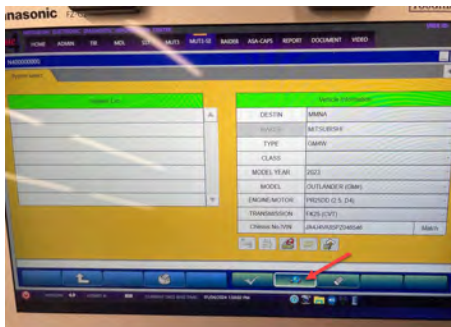


2. Turn the ignition switch to the "ON" position.

a. Press MUT-III SE STV icon.



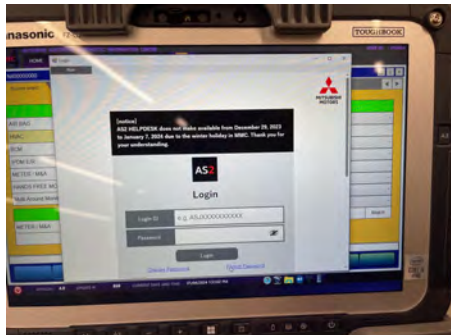
b. Press the model information display button (car icon) and verify all vehicle info is correct.



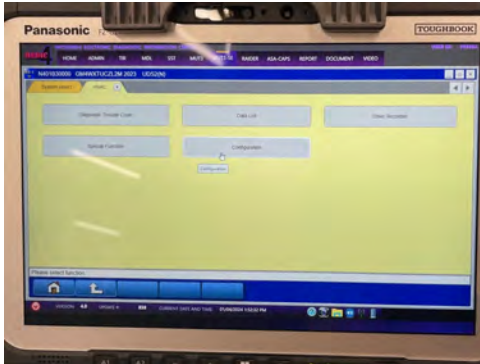
c. Select "HVAC" from the Systems List



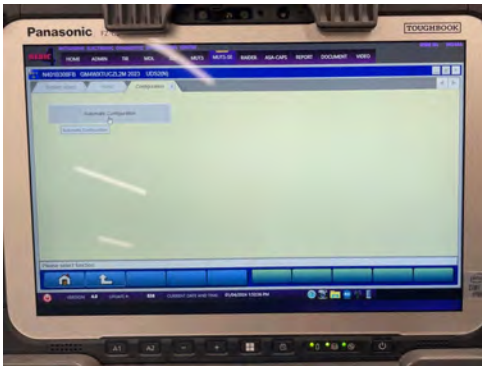
d. Log in with AS2 credentials.



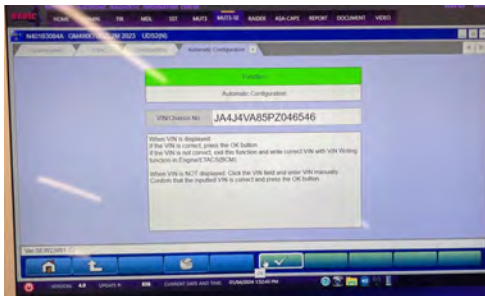
e. Select "Configuration".



f. Select Automatic Configuration.

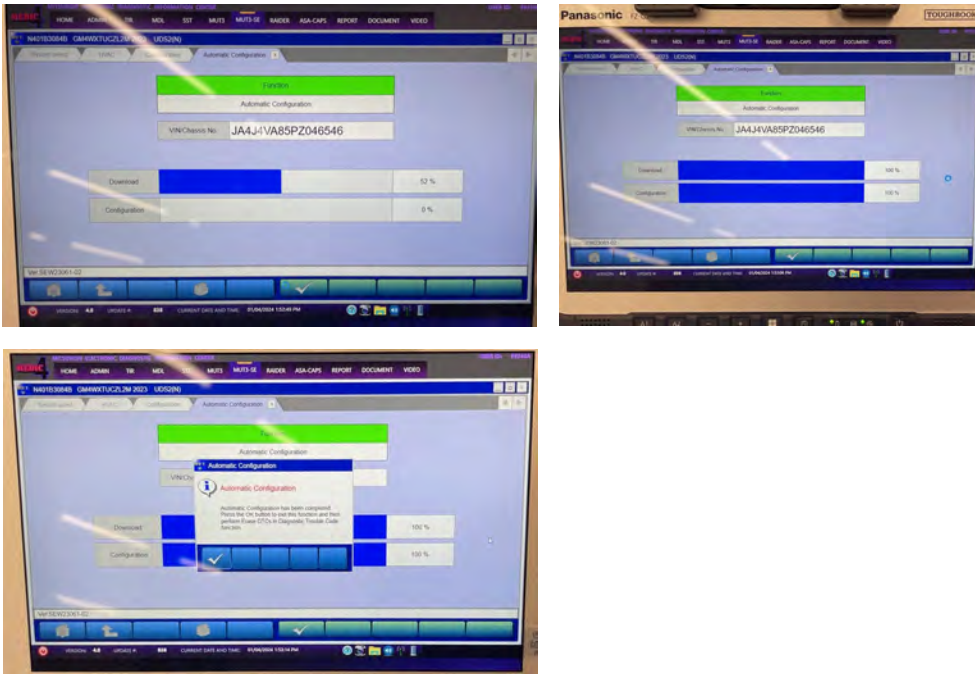


g. Verify the VIN and press the OK button to start the reprogramming.

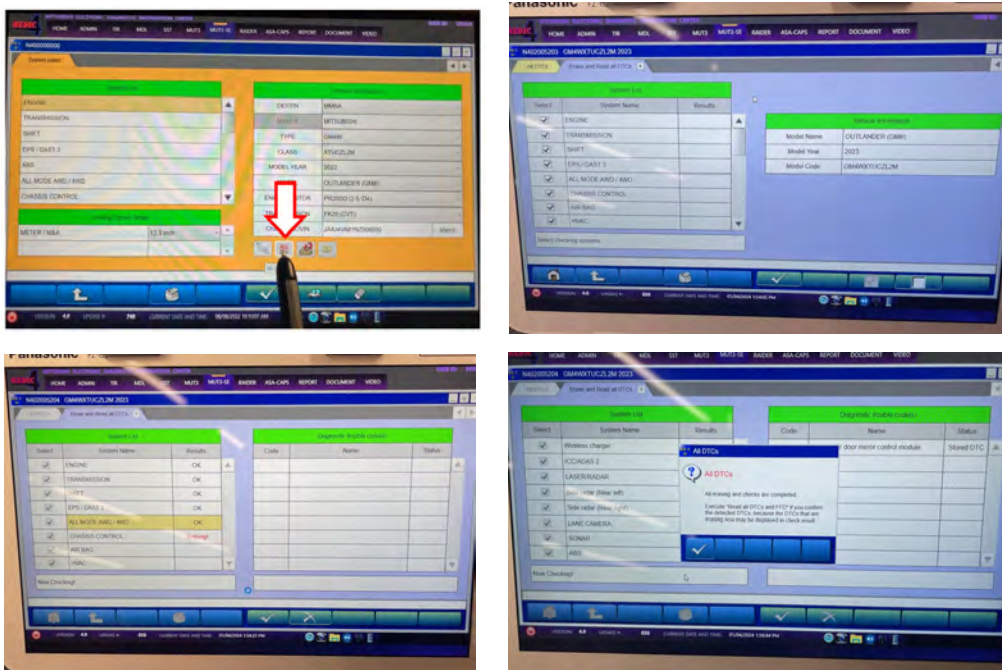


Note: Do not disturb the cable or turn off the ignition during configuration to prevent damage to the ECU.

- h. Once the reprogramming is initiated, the screen will show the reprogramming progress. When completed, press the OK button.



- i. 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.



- j. Test drive the vehicle to confirm proper operation.

PARTS INFORMATION

| Model | Part Name | Part No. | | Qty | Remarks | |
|-------------------------------|--------------------|------------|--------------------------|-----|--|--|
| | | <New> | <Old> | | | |
| Outlander / Outlander PHEV | AMPLIFIER, HVAC | 27760W018P | 27760W000P 27760W006P | 1 | DUAL A/C, Without seat heating | Check ECU label on the vehicle to identify new corresponding part number. |
| | | 27760W019P | 27760W001P 27760W007P | | DUAL A/C, with seat heating | |
| | | 27760W020P | 27760W002P 27760W008P | | TRIPLE A/C, with seat heating | |

| Vehicle | Destination | Part # | From | VIN |
|--------------------------------|----------------------|------------|--------|-------------------|
| Outlander | USA / PUERTO RICO | 27760W018P | 1/9/24 | JA4J3UA85RZ041847 |
| | | 27760W019P | 1/8/24 | JA4J3VA83RZ041612 |
| | | 27760W020P | 1/9/24 | JA4J4WA8XRZ041819 |
| Outlander Plug-in Hybrid | | 27760W027P | 1/8/24 | JA4T5UA91RZ041680 |
| | | 27760W028P | | JA4T5VA91RZ041622 |
| | | 27760W029P | 1/9/24 | JA4T5WA9XRZ041821 |



Location of A/C Amp part number .

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 |
|-----------------------------|----------------|---------------|--------------------|-------------------|
| A/C AUTO AMP REPLACEMENT | 590 | 990 | 558515ME | 1.0 hours |