



Technical Service Bulletin

SUBJECT:		NO: TSB-25-54-001	
HEAD UP DISPLAY (HUD) MAY NOT FUNCTION WITH INTERNAL TEMPERATURE BELOW 14° F		DATE: January 2025	
		MODEL: Outlander and Outlander Plug-in Hybrid	
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

This bulletin provides instructions to reprogram the to revise the low temperature control of the HUD-ECU driver software.

BACKGROUND

When the internal temperature of the HUD is below 14°F, the HUD may not work with IG-ON. The HUD will recover by turning Auto ACC OFF and ON once the temperature warms up above 14°F, even if DTC B22A0-49 is stored.

AFFECTED VEHICLES

All 2022-2025 Outlander (equipped with HUD / see below)

All 2022-2025 Outlander Plug-in Hybrid (equipped with HUD / see below)

PART NUMBER	EFFECTIVE DATE	CUT-OFF VIN
24941W007P	9/25/2024	JA4T5WA99SZ002904

WORK PROCEDURE

Please reprogram the HUD ECU software on a customer concern basis. ECU Reprogramming:

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-3 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 **899** or higher
- For Standalone MUT-3 units, MUT3-SE Reprogramming Database **SDB N241101NR** or higher

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**ATTENTION:**

- Turn off all electrical devices to minimize the vehicle's electrical load. Also use an external power source to ensure that the vehicle auxiliary battery maintains the specified voltage during reprogramming. Low voltage of the auxiliary battery may cause incomplete reprogramming, and damage the ECU.
- Write down all the customer's electrical device settings such as A/C and radio before reprogramming and restore them after reprogramming.
- Connect the MUT-3 to an AC power source to prevent internal battery discharge.
- Before using, make sure the USB cable and MUT-3 main harness are not damaged.
- Do not perform maintenance work in the engine during reprogramming. If the connection between the engine ECU and ETACS is lost, the cooling fan operates as fail-safe.
- Check the "All DTC" after reprogramming and erase them (if any).

Reprogramming Chart

MODEL	DATA NUMBER	NEW HW PART NUMBER	NEW SW PART NUMBER	TARGET HW PART NUMBER	TARGET SW PART NUMBER
Outlander / Outlander Plug-in Hybrid	24999000AP	24941W006P	24999W000P	24941W006P	24941W006P

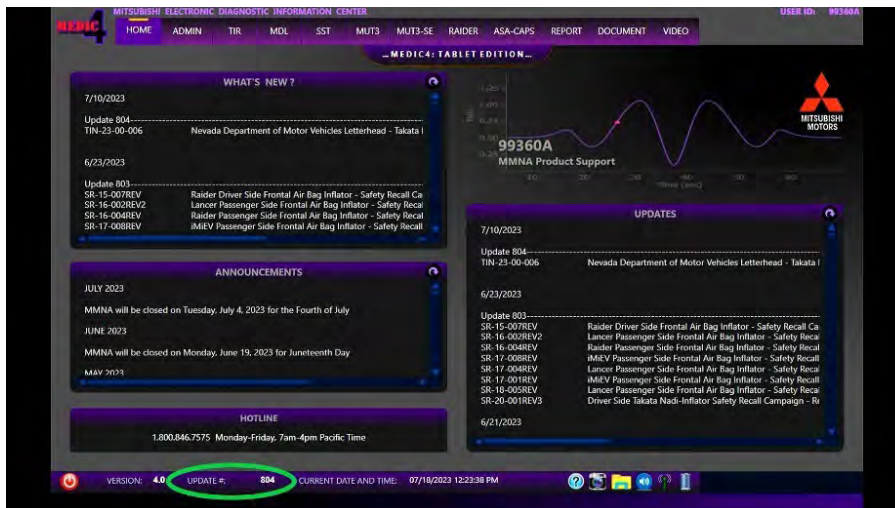
SOFTWARE/MEDIC VERSION VERIFICATION PROCEDURE

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

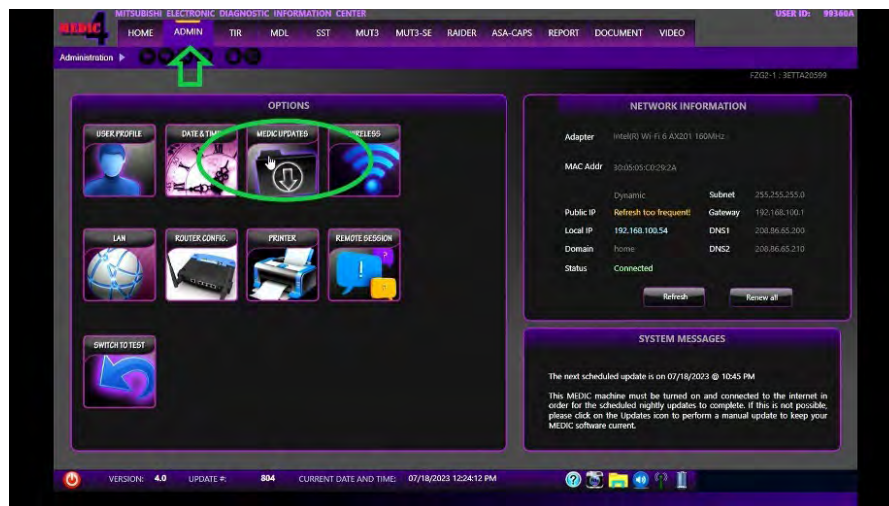
NOTE: Reprogramming the HVAC-ECU with the latest database (e.g., **SDB N241101NR**) includes all past and current reprogramming for TSBs of affected vehicles. It is not necessary to reprogram the ECU for each previous TSB.

For MEDIC 3.5/4 users only: (MUT-3 SEV users go to step 5)

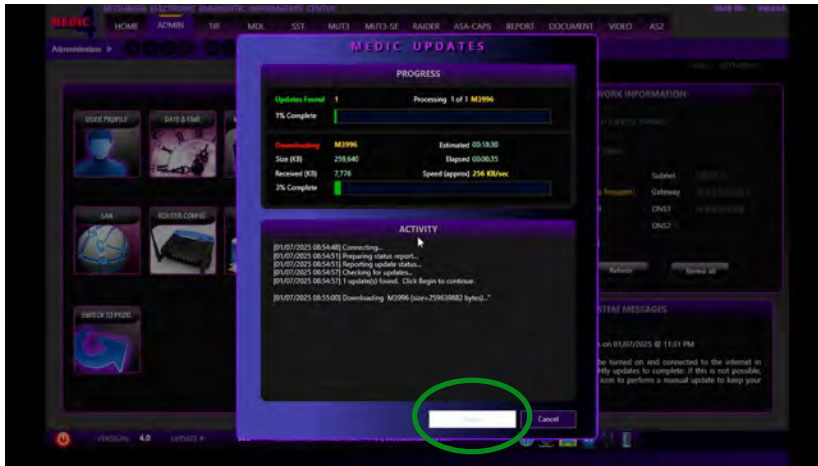
2. Verify the MEDIC 3.5/4 is at version 3.5 and at update **899** or higher.
If your **MEDIC 3.5/4 update is at least 899**, continue with the Reprogramming Procedure. If your **MEDIC 3.5/4 update is below 899**, update your MEDIC as follows:



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-3 SE SCAN TOOL VIEWER (STV) ONLY: (MEDIC 3.5 USERS - GO TO THE REPROGRAMMING PROCEDURE). Verify that your MUT-3 SE has the most current version of the reprogramming database from the MUT-3 SE Main Page.

- a. Press the STV button.



REPROGRAMMING PROCEDURE

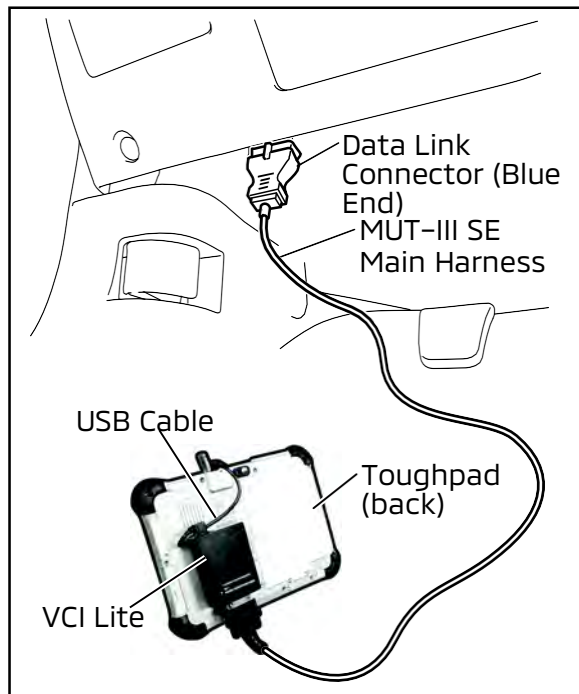


To ensure that the vehicle battery maintains 12V during the procedure, connect a battery charger to the vehicle during the procedure.

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.



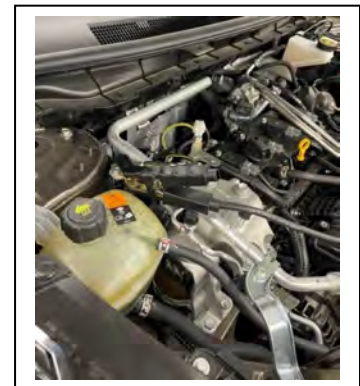
- Turn the MEDIC PC/tablet on. If the battery indicator in the lower right hand corner of the screen does not show a full charge, it is recommended that either the battery be charged prior to beginning or the tablet should be used with the A/C power adapter connected.
- Connect the USB cable to the VCI/VCI Lite. When the laptop/tablet displays the MUT-III SE main screen, connect the USB cable to the device.
- Connect the MUT-3 SE main harness with the blue DLC connection to the VCI/VCI Lite. Connect the blue connection of the MUT-3 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 in the engine compartment it may be easiest to connect battery charger cable onto ground point.

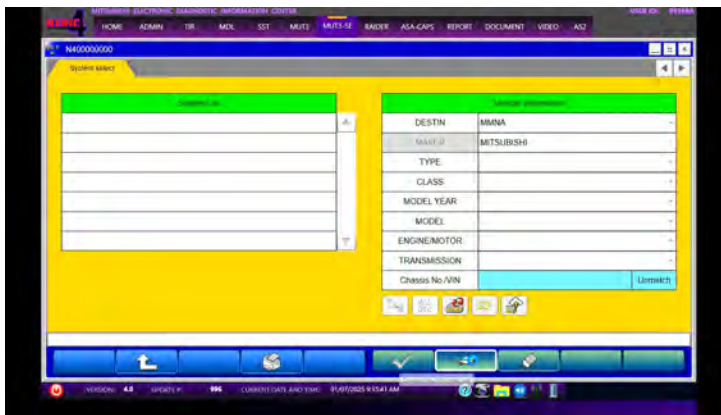
2. Place the push-button switch in the "ON" position.



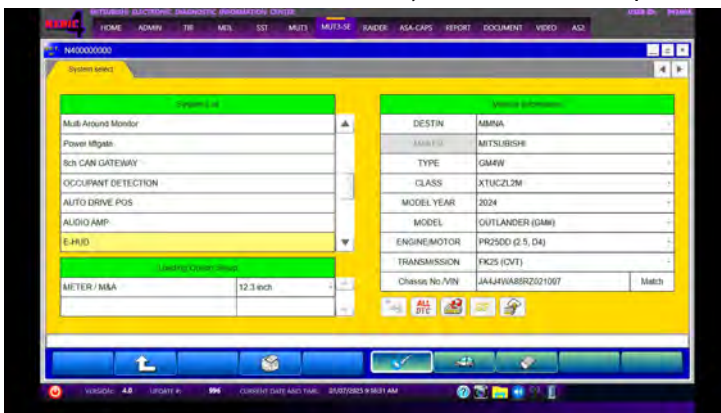
3. Turn on flashers to prevent vehicle from shutting/powering down.
4. Press the "STV" button.



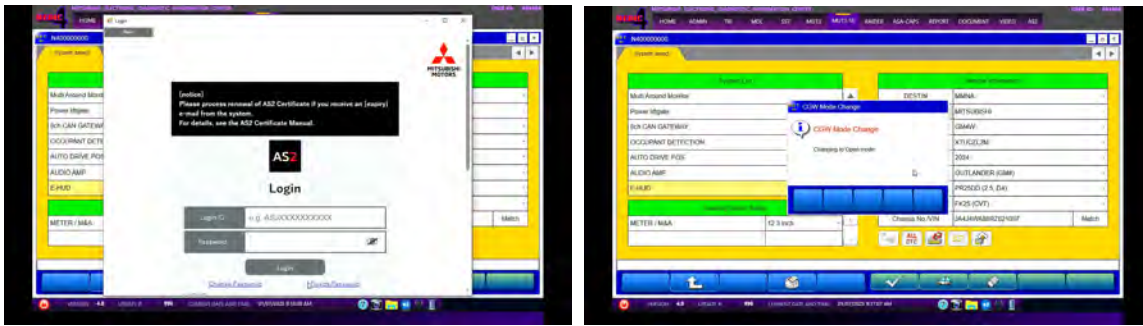
- a. Press the "car icon" for Chassis No/VIN read out.



- b. Confirm the vehicle information displayed is complete/correct, after selecting the appropriate class and Meter/M&A. The class can be found on the B pillar. Next select "E-HUD" in the System List and press the "OK" button.

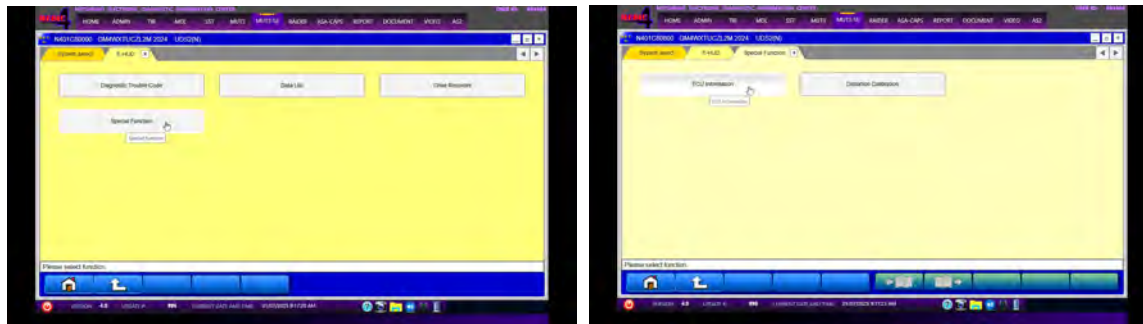


c. Log into AS2. CGW Mode Change pop up will appear.

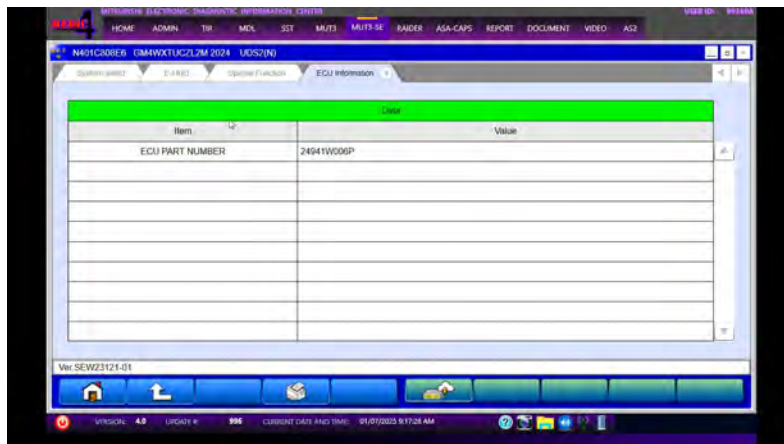


DO NOT DISTURB THE HARNESS CABLES OR CONNECTIONS DURING THE REPROGRAMMING PROCESS AS IT COULD CAUSE THE CONTROL UNIT TO LOSE DATA. IF THE USB CABLE IS DISCONNECTED DURING THIS PROCEDURE, A WARNING MESSAGE WILL DISPLAY.

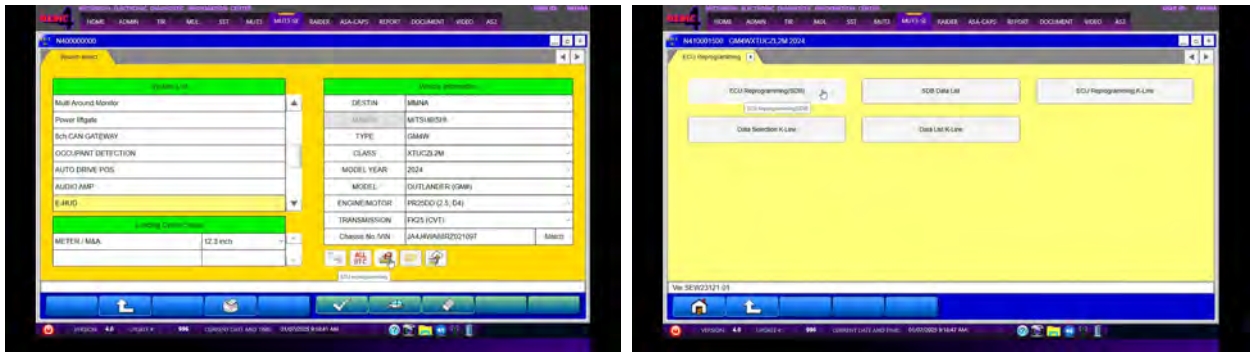
d. Press the "Special Function" button. Next press the "ECU Information" button.



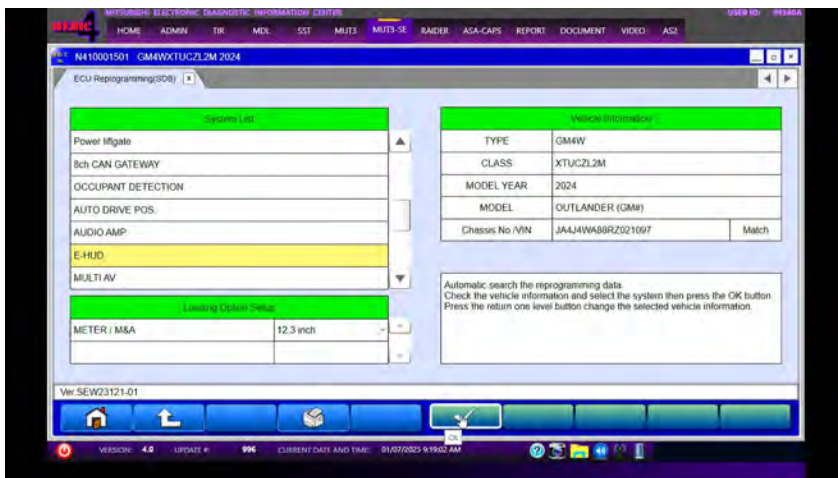
e. Compare the "ECU part number" to the Reprogramming Chart on page 2 of this bulletin.



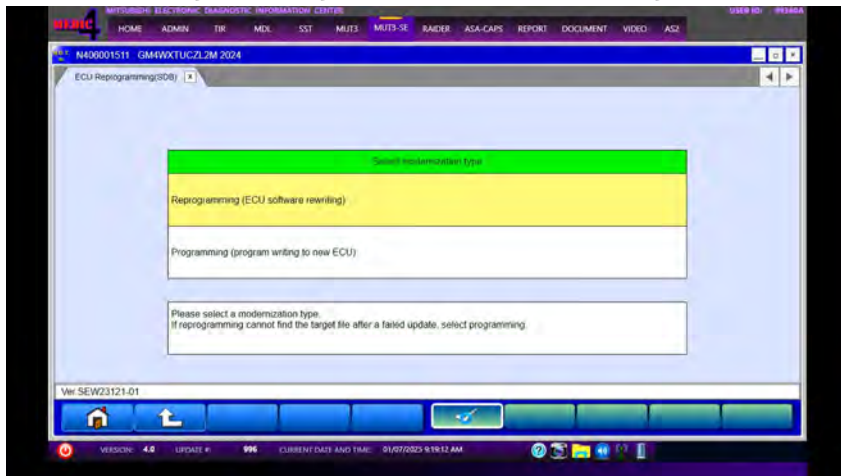
f. Press the "ECU Reprogramming (SDB)" button.



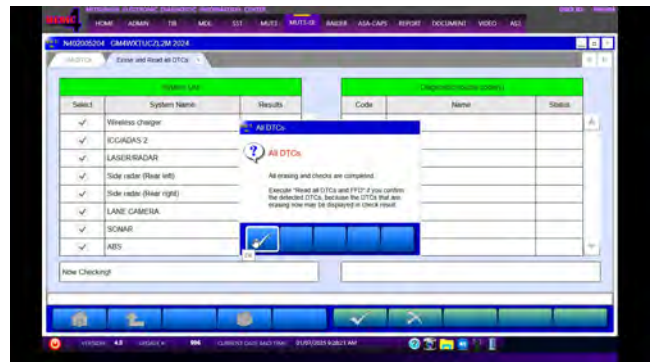
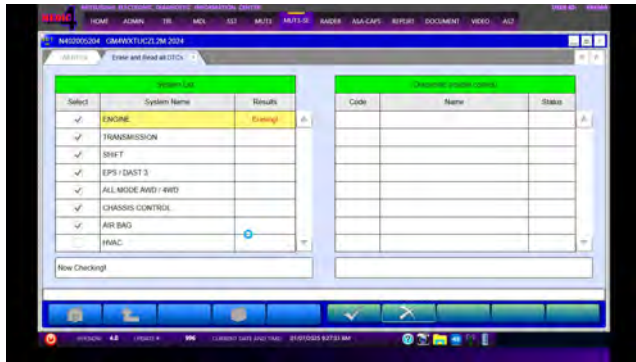
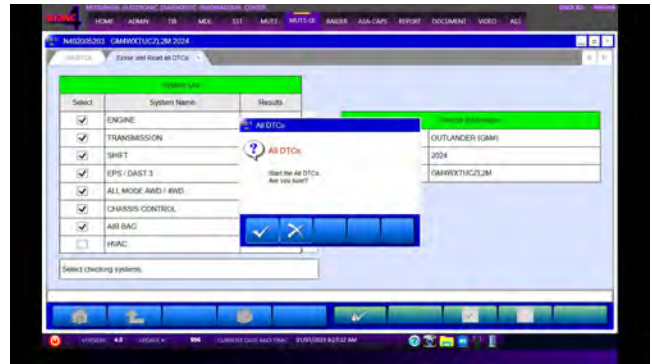
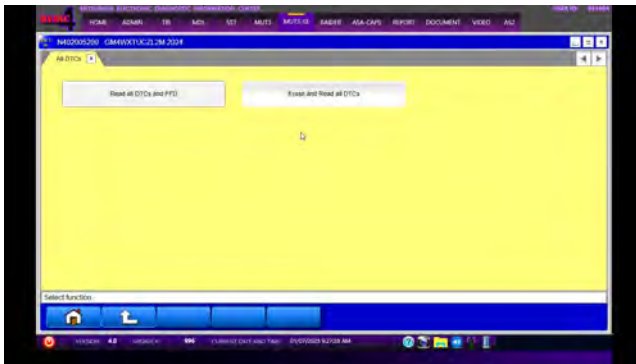
g. Select "E-HUD" from the System List and press the "OK" button.



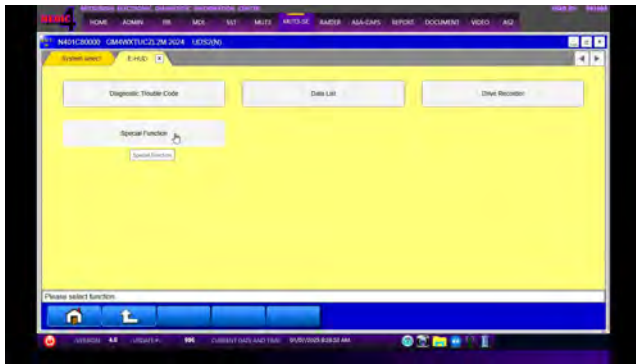
h. Select "Reprogramming (ECU software rewriting)" and press the "OK" button.



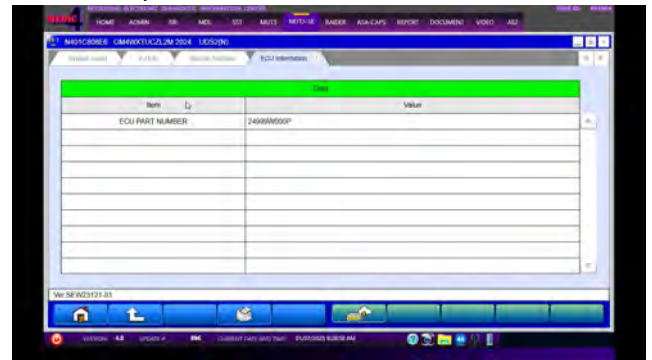
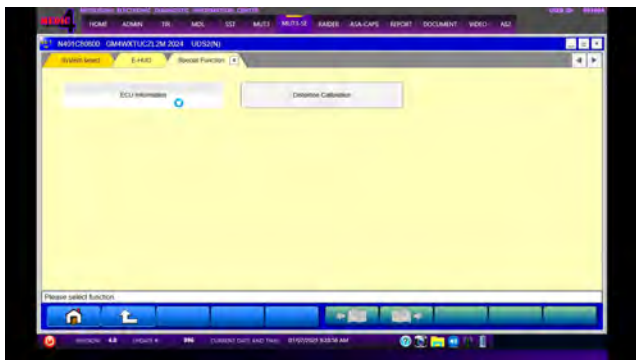
- l. Press the "Erase and Read all DTCs" button followed by the "OK" button. Allow erasing and checks to complete, then press the "OK" button.



- m. From the E-HUD tab, press the "Special Function" button.



- n. Press the "ECU Information" button and confirm the ECU part number.



- 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.

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MOTOR SALES OF AMERICA, INC.

AUTHORIZED MODIFICATIONS These Modifications Have Been Approved as Appropriate by EPA and MMS

THE FOLLOWING MODIFICATIONS HAVE BEEN MADE:

PART NUMBER 1860DXXX	VENDOR CODE N/A	ROM ID #
TSB ENG TSB-20-13-XXX	A/T	ENG 1860C2XXXX
A/T	DEALER CODE 99332	DATE 06/25/20

Engine Compartment Label

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AUTHORIZED MODIFICATIONS

P/N
Vndr Code
TSB
Dir Code
Date

Control Module Label

- Test drive the vehicle to confirm proper operation and restore all customer presets if necessary.

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 Code	Operation	Quantity	Work Time
542072UA	Reprogramming HUD-ECU	1	0.4H