



# Technical Service Bulletin

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|--|---|--|---|
| SUBJECT:   |   | No: <b>TSB-19-00-010</b>                               |   |
| <b>NEW MODEL FEATURES &amp; SERVICE INFORMATION - 2020 OUTLANDER</b> |   | DATE: <b>August 2019</b>                               |   |
|  |   | MODEL: <b>2020 Outlander</b>                           |   |
| <b>CIRCULATE TO:</b>   | <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 checked="" type="checkbox"/> SALES MANAGER |

## PURPOSE



This bulletin contains important new model service information and features for the **2020 Outlander** (U.S. models only). Review the details that follow to familiarize yourself regarding new features and options. Refer to the 2020 Outlander Service Manual on MEDIC, MDL, or CD (p/n MSCD-007B-2020), and the Owner's Manual for details on these and other features.

## AFFECTED VEHICLES

2020 Outlander

### U.S. MODEL LINEUP

| MODEL             | ENGINE                            | TRANSMISSION               |
|-------------------|-----------------------------------|----------------------------|
| ES (2WD / S-AWC)  | 4J12 - 2.4L SOHC MIVEC 16V 4 cyl. | CVT                        |
| SE (2WD / S-AWC)  |                                   |                            |
| LE (2WD / S-AWC)  |                                   |                            |
| SP (2WD / S-AWC)  |                                   |                            |
| SEL (2WD / S-AWC) |                                   |                            |
| GT (S-AWC)        | 6B31 - 3.0L SOHC MIVEC 24V 6 cyl. | 6 spd. A/T w/shift paddles |

## SERVICE INFORMATION

See TSB-19-00-009 for 2020 Outlander Technical Specifications.

## NEW FEATURE HIGHLIGHTS

**NOTE: 2020 Outlander is carried over from the 2019 model year with the following changes.**

|   |   |
|---|---|
| <p><b><u>EXTERIOR</u></b></p> <p>"MITSUBISHI" badge eliminated from rear of vehicles</p> <p>Red Diamond premium color replacing Rally Red</p> <p>Automatic headlights</p> <p>Front rain sensing windshield wipers</p>   | <p><b><u>COMMENTS</u></b></p> <p>All 2020 Mitsubishi vehicles</p> <p>Available for all 2020 Outlander</p> <p>Standard on SE, LE, SP (already standard on SEL and GT)</p> <p>Standard on SE, LE, SP (already standard on SEL and GT)</p>   |
| <p><b><u>INTERIOR</u></b></p> <p>Driver seat power lumbar support</p> <p>Second row seat shape changed for improved seating comfort</p>   | <p><b><u>COMMENTS</u></b></p> <p>Standard on all 2020 Outlander, both power and manual driver seats</p> <p>Standard on all 2020 Outlander</p>   |
| <p><b><u>TRANSMISSION/DRIVE SYSTEM</u></b></p> <p>New lightweight S-AWC system with Active Yaw Control (AYC)</p> <p>New S-AWC replaces AWC</p> <p>"GRAVEL" mode introduced</p>  | <p><b><u>COMMENTS</u></b></p> <p>Replaces previous S-AWC system on SE, LE, SP, SEL, and GT</p> <p>ES models (previously equipped with AWC)</p> <p>All 2020 models with S-AWC</p>  |
| <p><b><u>HVAC SYSTEM</u></b></p> <p>Blower fan changed to brushless motor type for more efficient operation</p>   | <p><b><u>COMMENTS</u></b></p> <p>Standard on all 2020 Outlander</p>   |
| <p><b><u>SAFETY &amp; SECURITY</u></b></p> <p>Forward Collision Mitigation (FCM) w/ Pedestrian Detection, Lane Departure Warning (LDW), Automatic High Beam (AHB)</p>   | <p><b><u>COMMENTS</u></b></p> <p>Standard on SE, LE, SP, SEL, and GT (previously option for SEL and GT in Touring Package)</p>  |
| <p><b><u>CONVENIENCE</u></b></p> <p>New integrated overhead console</p> <p>Auto-dimming rearview mirror with Homelink®</p> <p>New 8-inch Smartphone-link Display Audio unit, with redesigned HVAC controls</p> <p>Redesigned HVAC controls</p> <p>Additional rear USB charge port</p> <p>New Mitsubishi Power Sound System (MPSS) replaces Rockford Fosgate audio</p> | <p><b><u>COMMENTS</u></b></p> <p>Standard on all 2020 Outlander</p> <p>Standard on SE, LE, SP (already standard on SEL and GT)</p> <p>Standard on SE, LE, SEL, and GT</p> <p>Standard on all 2020 Outlander</p> <p>Standard on SE, LE, SEL, and GT</p> <p>Standard on GT, optional on SEL</p> |

## EXTERIOR



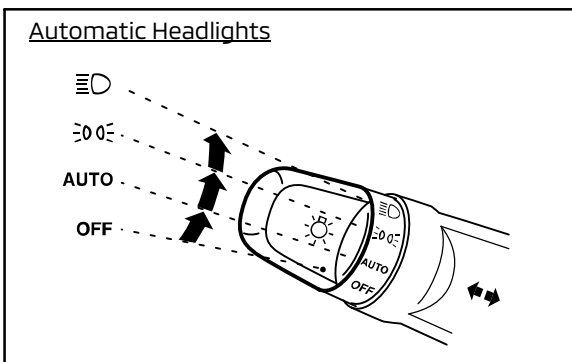
### **MITSUBISHI Badge**

New for all 2020 Mitsubishi vehicles the "MITSUBISHI" badge has been eliminated from the rear of all models. Instead, the model name appears on the left, and the trim name (SE, SEL, GT) is shown on the right side.



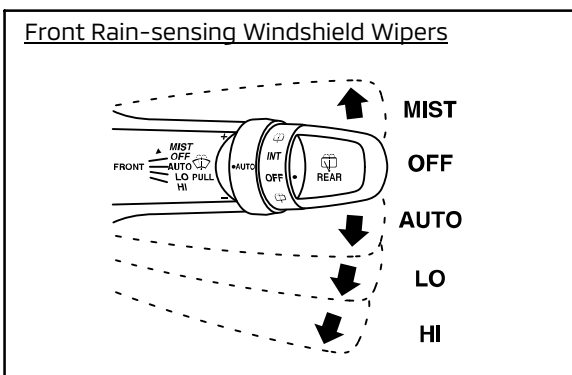
### **Red Diamond Premium Paint Color**

Red Diamond premium paint color replaces Rally Red, and is now available for all 2020 Outlander models.



### **Automatic Headlights**

Already standard on SEL and GT models, automatic headlights are now standard on SE, LE, and SP (Special Edition) trims.



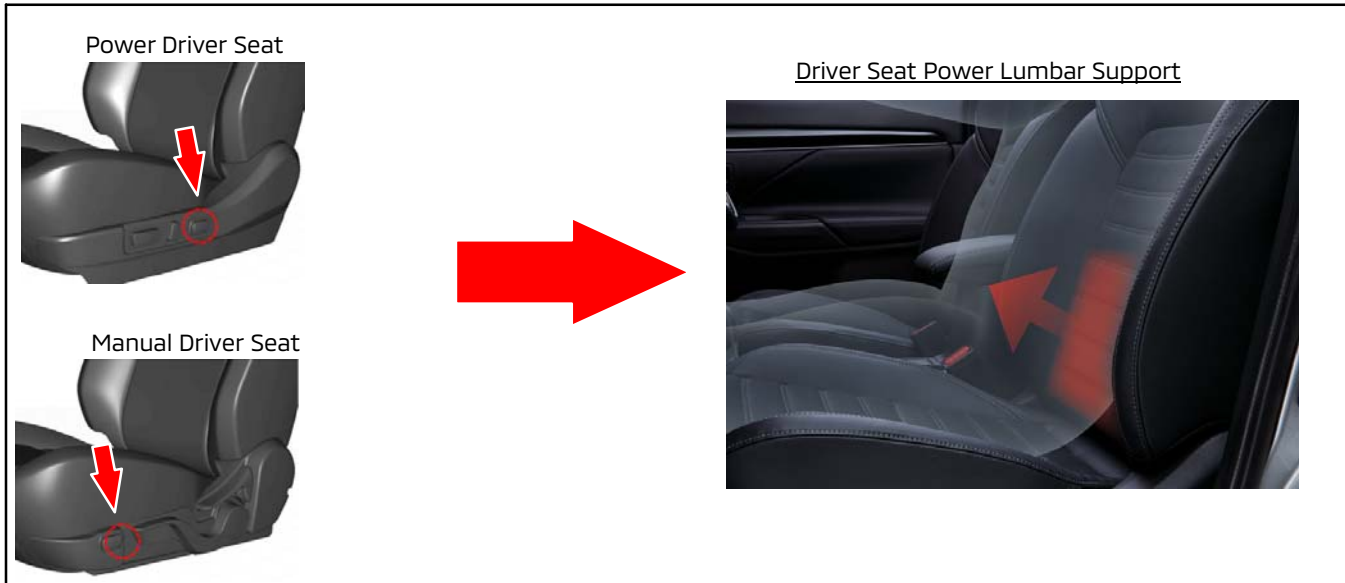
### **Front Rain-sensing Wipers**

Also already standard on SEL and GT models, front rain-sensing wipers are now standard on SE, LE, and SP (Special Edition) trims.

## INTERIOR

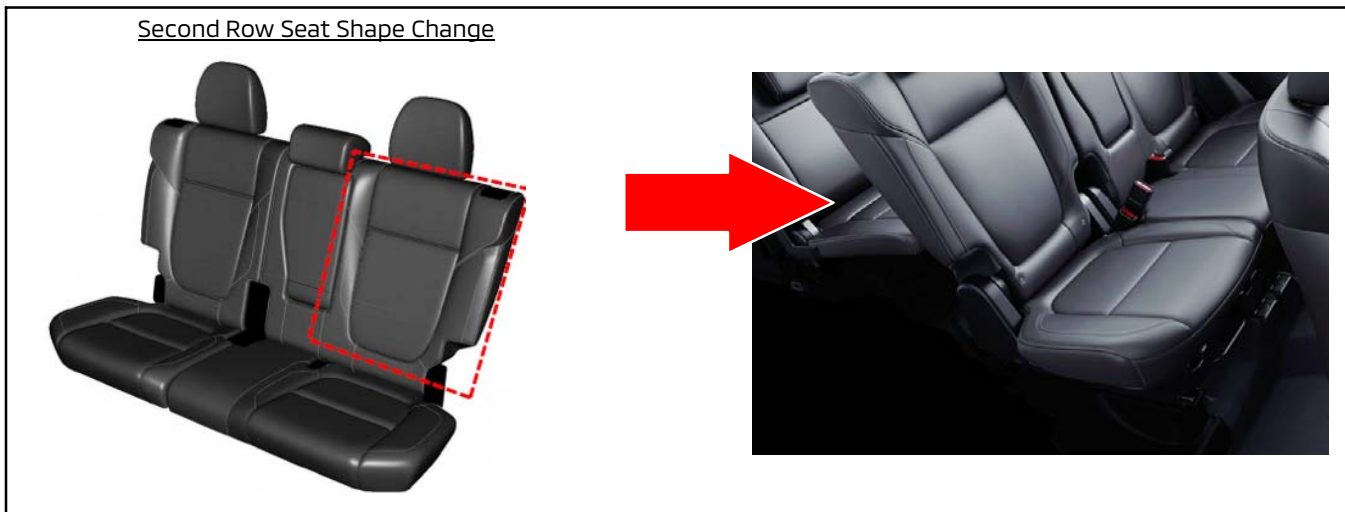
### Driver Seat Power Lumbar Support

Now standard on all 2020 Outlander models, on both power and manual driver seats is a power lumbar support. Operation switch is on the lower left side of the driver's seat as shown on power and manual seats.



### Second Row Seat Shape Change

Standard on all 2020 Outlander, the second row seat shape has been changed to improve comfort and support for passengers. The shape of the second row seats now matches more closely with that of the front seats.



## TRANSMISSION / DRIVE SYSTEM

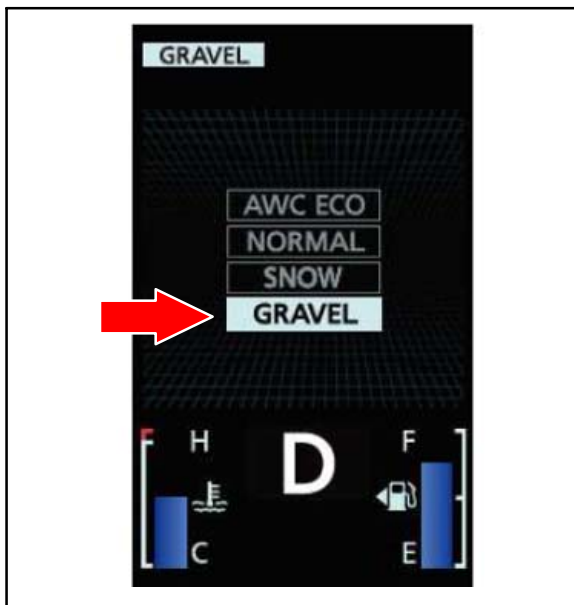
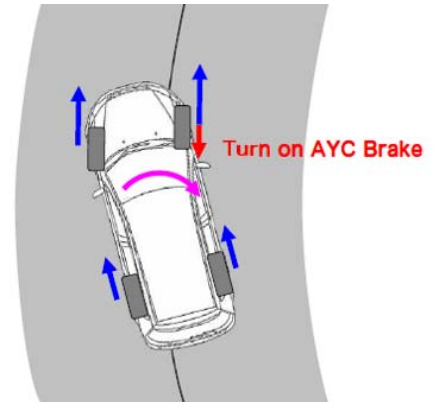
### New Lightweight S-AWC System with Active Yaw Control (AYC)

For all models equipped with S-AWC, a new lightweight Super All Wheel Control system electronically distributes driving torque between the front and rear wheels. The new system also includes Active Yaw Control (AYC) brake force which enhances tracking performance when steering, enabling the driver to turn easily even in sharp corners. ES models previously equipped with AWC now have the new S-AWC system.

New Super All Wheel Control System (S-AWC) with Active Yaw Control (AYC)



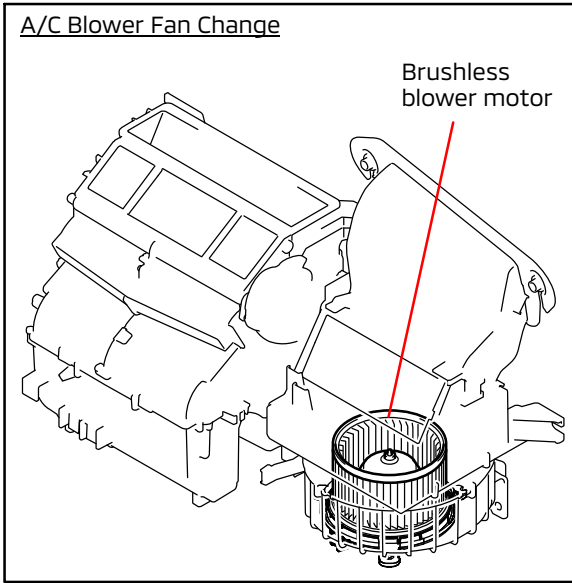
AYC brake force is applied to the front brakes when cornering and accelerating at the same time



### GRAVEL Mode introduced in S-AWC System

Along with the new S-AWC system comes a new mode called "GRAVEL" replacing the previous "LOCK" mode.

## HVAC SYSTEM



### Blower Fan Changed to Brushless Motor Type

Standard for all 2020 Outlander the blower fan has been changed from a brush motor to a brushless motor for more efficient operation.

This change is in compliance with the CAFÉ regulation in North America and features:

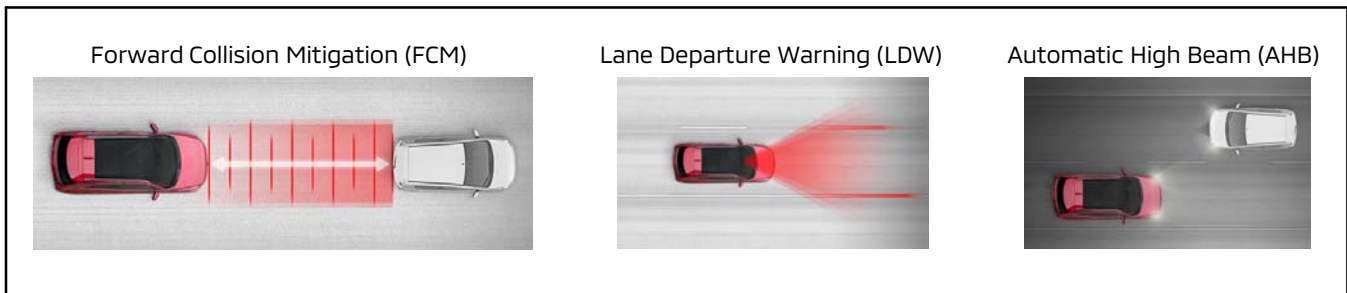
- Reduced motor mass (downsized 130g/0.29lbs).
- Reduced power consumption by 50W at peak load to increase actuation efficiency of the motor.

**NOTE: There are no changes to maintenance procedures with the new blower motor.**

## SAFETY & SECURITY

### FCM / LDW / AHB

Now standard safety equipment on SE, LE, SP, SEL, and GT models, are Forward Collision Mitigation (FCM) w/ Pedestrian Detection, Lane Departure Warning (LDW), and Automatic High Beam (AHB) systems (previously available with SEL and GT Touring Packages).



## CONVENIENCE

Integrated Overhead Console



### **Integrated Overhead Console**

Standard on all 2020 Outlander models is a new integrated overhead console. Seat belt reminder and Passenger Airbag indicator are located here.

Auto-dimming Rearview Mirror with Homelink®



### **Auto-dimming Rearview Mirror with Homelink®**

Now standard on SE, LE, SP, SEL, and GT models, is the auto-dimming rearview mirror with Homelink® (previously standard on SEL and GT).

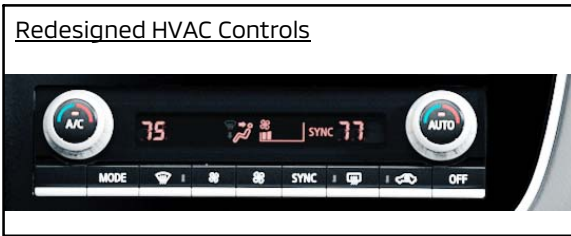
New 8-inch Smartphone Link Display Audio



### **New Generation 8-inch Smartphone-link Display Audio**

A new generation Smartphone-link Display Audio with a large 8-inch display screen and new graphical user interface display (GUI) comes standard on most 2020 Outlander models: SE, LE SP, SEL, and GT.

## CONVENIENCE (continued)



### Redesigned HVAC Control Dials

For all 2020 Outlander models, the HVAC controls have an improved appearance and usability.

- Changed from switch type to dial type temperature controls for quicker operation.
- Added "SYNC" switch to sync temperature settings between driver and passenger.
- Adopted gloss black with silver decoration for enhanced visual quality.



### Additional Rear USB Charge Port

Standard on SE, LE, SP, SEL, and GT is an additional USB port located on the back of the center console, making a total of 3 USB ports in the vehicle.

**NOTE: The 2 rear USB ports are for charging purposes only.**



## CONVENIENCE (continued)

### New Mitsubishi Power Sound System (MPSS)

Standard on all GT models and available for SEL in the SEL Touring Package is the new Mitsubishi Power Sound System (MPSS). This new premium sound system replaces the previous Rockford Fosgate system, and features:

- New speakers (8 total) with premium materials like titanium diaphragm and aluminum cone for producing more clear, natural, and accurate sound.
- Glass fiber cloth surface finish to enhance sound quality and appearance.
- The rear subwoofer is eliminated. This means that rear cargo space will not be sacrificed even with premium audio installed.

#### New Mitsubishi Power Sound System (MPSS)



#### Mitsubishi Power Sound System (MPSS): 8 Speakers



## **FACTORY OPTION PACKAGES**

### **SE CONVENIENCE PACKAGE - 2020 Outlander SE**

- Power sunroof
- Power folding side mirrors
- Blind Spot Warning (BSW) with Lane Change Assist (LCA) and Rear Cross Traffic Alert (RCTA)

### **SEL TOURING PACKAGE - 2020 Outlander SEL**

- Power sunroof
- Mitsubishi Power Sound System (MPSS)
- Multi-view camera system
- Adaptive Cruise Control (ACC)
- Heated steering wheel
- LED low and high beam headlights
- LED fog lights

## **PORT OPTION PACKAGES**

### **EXTERIOR PACKAGE - 2020 Outlander ES, SE, SEL, GT**

- Front, side, and rear airdams

### **LIMITED EDITION VALUE PACKAGE - 2020 Outlander - LE**

- Black lug nuts and wheel locks
- Black door handle covers
- Black hood badge

### **TOWING PACKAGE - 2020 Outlander - All Trim Levels**

- Tow hitch
- Trailer tow wire harness

### **PROTECTION PACKAGE - 2020 Outlander ES, SE, SEL, GT**

- Rear bumper step protector
- Scuff plates
- Bright Liftgate protector

### **LED ILLUMINATION PACKAGE - 2020 Outlander - All Trim Levels**

- Floor illumination (Blue LEDs)
- Shiftgate illumination (Blue LEDs)

### **CARGO MAT PACKAGE - 2020 Outlander - All Trim Levels**

- Cargo mat
- Third row floor mat
- Cargo net

### **INTERIOR PACKAGE - 2020 Outlander ES, SE, SEL, GT**

- Aluminum/leather shift knob
- Gloss black door switch panels

## PORT OPTION PACKAGES (continued)

### ALL WEATHER PACKAGE - 2020 Outlander - All Trim Levels

- Cargo tray
- All weather floor mats (4)

### POPULAR VALUE PACKAGE - 2020 Outlander - All Trim Levels

- Wheel locks
- Front and rear mudguards
- Body side moldings
- Aluminum/leather shift knob
- Cargo mat
- Cargo net
- Third row floor mat

### PROTECTION VALUE PACKAGE - 2020 Outlander ES, SE, SEL, GT

- Rear bumper step protector
- Scuff plates
- Liftgate protector
- Cargo tray
- All weather floor mats (4)

### CHROME VALUE PACKAGE - 2020 Outlander SE, SEL, GT

- Chrome door handle covers
- Side view mirror covers
- Liftgate protector

## ACCESSORY OPTIONS (U.S. Models)

The following port and/or dealer installed accessories are available for 2020 Outlander.

- Halogen fog lights (ES only)
- LED fog lights (except ES, GT)
- Front and rear park assist sensors
- Hood protector
- Sunroof wind deflector (except ES)
- Roof rack crossbars
- Tonneau cover (ES only)
- Wheel locks (except LE, SP)
- Black lug nuts and wheel locks
- Front and rear mudguards (except SP)
- All weather floor mats (4)
- Alloy fuel door
- Body side moldings
- Roof spoiler
- Rear park assist sensors
- Remote engine start
- Hood badge (except LE, SP)

## STANDARD ADDITIONAL EQUIPMENT (U.S. Models)

The following additional equipment is standard for 2020 Outlander.

- Tonneau cover (except ES)
- Carpeted floormats and portfolio

| <b>WARRANTY</b>  |  |
|--|--|
| <b>U.S. and Puerto Rico</b>  | <b>Canada</b>                                  |
| ● Basic - 5 years or 60,000 miles  | ● Basic - 5 years or 100,000 km                |
| ● Powertrain - 10 years or 100,000 miles (original retail purchaser only). 5 years or 60,000 miles to subsequent owners. | ● Powertrain - 10 years or 160,000 km          |
| ● Outer Panel Rust Perforation - 7 years or 100,000 miles  | ● Rust Perforation - 5 years with unlimited km |
| ● Adjustments - 1 year or 12,000 miles   | ● Adjustments - 1 year or 20,000 km            |
| ● Roadside Assistance - 5 years / unlimited miles  | ● Roadside Assistance - 5 years/unlimited km   |
| ● Emissions - Refer to the Warranty and Maintenance Manual for coverage details.   |  |