



# Technical Service Bulletin

SUBJECT:			No: <b>TSB-19-42A-002REV</b>
<b>POWER WINDOW AUTO OPEN/CLOSE FUNCTION INOPERATIVE - REVISED</b>			DATE: <b>October 2019</b>
			MODEL: <b>2019-2020 Eclipse Cross, Outlander, Outlander PHEV</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 type="checkbox"/> SALES MANAGER

*This bulletin supersedes TSB-19-42A-002, issued April, 2019, to add 2020 model year, and more cases where the power window switch may become inoperative. Revisions are italicized and indicated by ◀.*

## PURPOSE

The power window auto open/close function may become inoperative after *any of the following operations*:

<i>Operation</i>	<i>Probability of Inoperation</i>
<i>Passenger or rear window switch is operated in the opposite direction abruptly (within 0.04 seconds) while the window is moving up or down.</i>	<i>High</i>
<i>The window switch is stopped just before it reaches the fully closed or fully open position.</i>	<i>Medium</i>
<i>The switch is operated to the open position when the window is already in the fully open position.</i>	<i>Medium</i>
<i>The switch is repeatedly operated ON-OFF in a short time span.</i>	<i>Low</i>

This TSB contains a recovery procedure to restore the auto open/close function to the window switches. This same procedure is also mentioned in the Owner's Hand Book and Service Manual starting with 2020 model year vehicles.

### Driver's Door Power Window Switches

(Example of 2019 Outlander GT)



## BACKGROUND

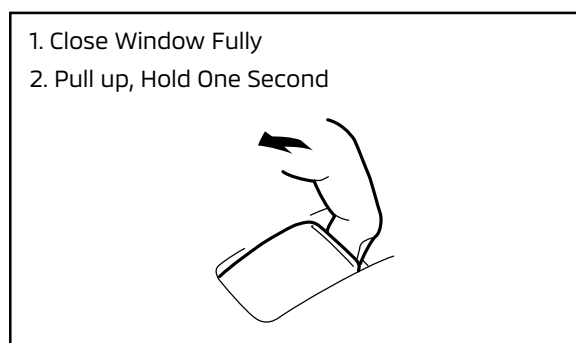
Starting with 2019 model year in affected vehicles listed below, the power window system calculates the window position from the current flows to the motor. This creates a gap between actual and calculated window position when the motor moves by inertia even after the motor current stops. This gap becomes greater after the power window switch is *operated in any of the ways described above*. As a result, the auto open/close function becomes inoperative and the normal entrapment prevention while the window is closing may not work properly.

## AFFECTED VEHICLES

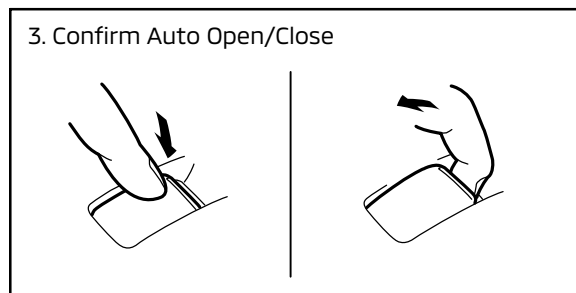
- 2019 - 2020 Eclipse Cross equipped with 4 auto power window switches on driver's door
- 2019 - 2020 Outlander
- 2019 - 2020 Outlander PHEV

## REPAIR PROCEDURE

If the power window auto open/close function becomes inoperative, follow the steps below.



1. Close the window fully by operating the switch manually until the window is closed completely.
2. Once window is in closed position, pull up on the switch again and **hold for one second**, then release.



3. Confirm the the auto open/close function is working as expected on all windows (if applicable).

4. If the auto open/close function does not recover, perform troubleshooting as necessary referring to the applicable Service Manual.
5. Explain to the customer that this is a safety function and not a failure.

## PARTS INFORMATION

No parts are needed for this procedure.

## 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. Do not submit a warranty claim for this issue.