

**** TECHNICAL INFORMATION NOTICE ****

DATE: May 14, 2020
TO: Mitsubishi Motors US & Puerto Rico Dealer Service and Parts Managers
RE: Voltage Measurement on Low Beam Halogen Headlight Bulbs and
12V Battery for **2014-2020 Outlander (RE) and 2018-2020 Outlander PHEV (R-EP)**
TIN NO. TIN-20-54-001

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AFFECTED VEHICLES: 2014-2020 Outlander (RE) and 2018-2020 Outlander PHEV (R-EP)

PURPOSE

We are asking for your assistance with improving product quality. Your input is highly valued and appreciated. Please see below for the specific request.

Thank you for your attention to this matter.

MEASUREMENT CONDITIONS

Engine ON, Engine Speed 2000 rpm
Headlight (low beam) ON
Other lights and other accessories OFF

MEASUREMENT POINTS

1. Measure and record the voltage at the positive battery terminal and negative battery terminal.



2. Measure and record the voltage at the backside of the low beam halogen headlight bulb connectors (both sides).

- Turn the low beam headlight connector cover counterclockwise to remove (see Photo 2).
- Turn the low beam headlight connector counterclockwise to remove from the headlight assembly.
- Replace any low beam headlight bulbs that are inoperative.
- Place the voltmeter leads at the respective slots at the backside of the low beam headlight connector (see Photo 3 and Photo 4).
- Turn ON the headlights to low beam.
- Measure and record the voltage on both low beam headlight connectors.

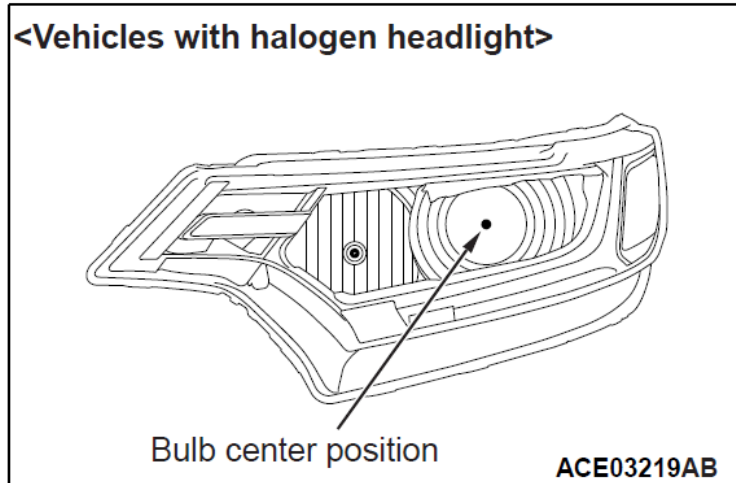


Photo 1

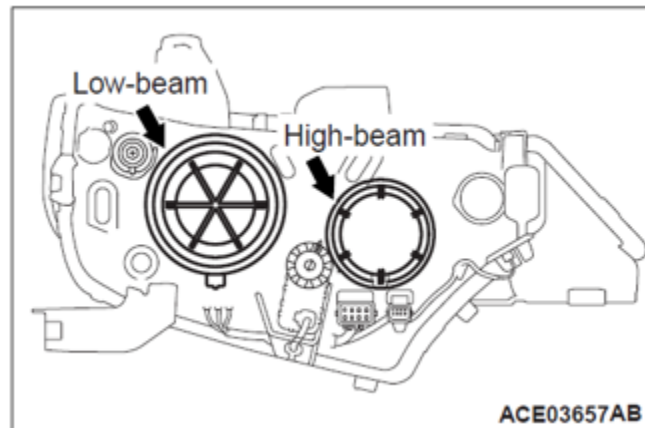


Photo 2



Low beam halogen bulb connector
(backside)

Photo 3



Photo 4

⚠ CAUTION – The bulb will generate heat. Secure the headlight bulb connector to a metal component with tape, and the headlight bulb away from plastic components. Do not touch the electrical leads or terminals due to possible electrical shock.

Please include the voltage measurements in the REMEDY field of the Warranty claim in addition to the other repair details, with A1 for battery voltage and A2 for left headlight bulb voltage, and A3 for right headlight bulb voltage. Example below.

CUSTOMER STATES HEADLIGHTS ARE OUT
OPEN IN LF & RF HEADLAMP BULBS
REPLACE LF & RF HEADLAMP BULBS A1. 12.6V A2. 12.3V A3 12.4V

WARRANTY INFORMATION

Please use Labor Operation Code 54101300 - 0.6 hours one bulb replacement, 0.9 hours two bulb replacement (both times include the 3 voltage checks).