



Technical Service Bulletin

SUBJECT:		No: TSB-22-42A-001	
DRIVER'S SIDE WINDOW SWITCH INOPERATIVE		DATE: March 2022	
		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 type="checkbox"/> WARRANTY PROCESSOR	<input checked="" type="checkbox"/> SALES MANAGER

PURPOSE

The Driver's Side Window Switch may become inoperative during certain conditions when using the one touch function to open/close the window.

The power window automatic one touch open/close function may become inoperative due to the following conditions:

- The automatic open/close switch is used repeatedly
- The passenger or rear window switch is abruptly operated in the reverse direction
- The window switch is stopped before fully opening or closing
- The switch to open is used when the window is already open

AFFECTED VEHICLES

All 2019-2020 and certain Eclipse Cross built before June 7, 2021
All 2019-2020 Outlander
All 2019-2020 and certain Outlander PHEV built before April 2, 2021

PROCEDURE

Software inside the driver's side switch has been changed to prevent the automatic one touch open/close function from becoming inoperative.

On customer complaint basis for affected vehicles:

- If the automatic one touch open/close function is found to be inoperative, replace the switch with a new countermeasure part
- If the window does not function at all, refer to the Service Manual

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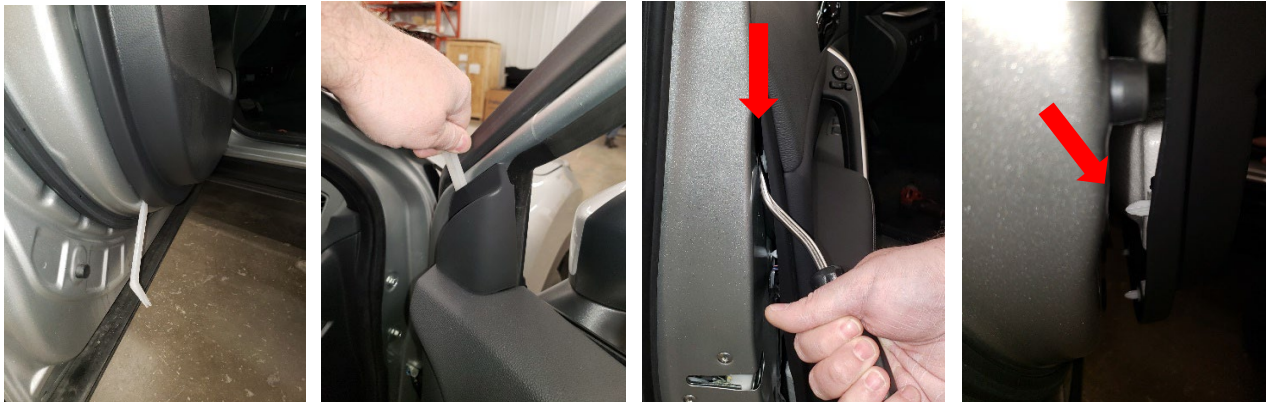
PROCEDURE (Continued):

For removal and installation of driver's side switch refer to the Service Manual -> Group 52A -> Interior -> Trims and Group 4A -> Body -> Door

1. Write down ALL electrical device settings such as A/C, radio and MID settings. The settings should be restored after the repair is completed.
2. Before servicing, turn ignition switch OFF, disconnect main battery negative terminal and wait for 3 minutes or more.
3. Be careful not to damage the front door inside handle cover and trim cap. Special tool MB990784 may be used to aid in removal of components.
4. Remove the three screws.



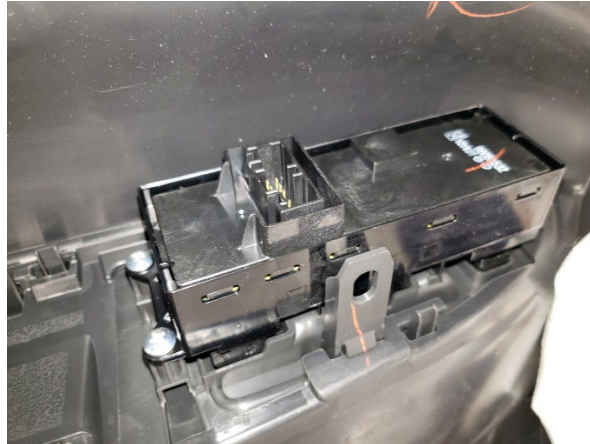
5. When removing the door panel, use extra caution with the top left clip (see image below) as it will easily break.



6. Gently pull the front door trim assembly to the inside of the vehicle to remove it and disconnect wire connectors.



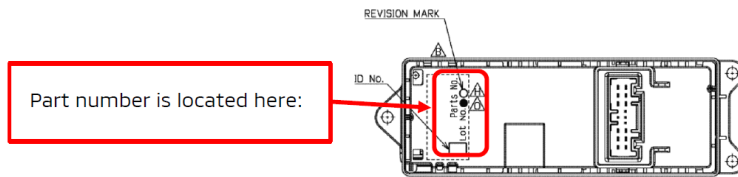
7. Replace old SWITCH, P/W MAIN with a new one.



8. After reassembling the door trim and components, reconnect battery and restore all presets or A/C, radio and MID settings. Operate window switch to the fully closed and fully open positions of the window to program and verify repair.

PARTS

Model	Part No.		Part Name	Quantity	Remarks
	<New>	<Old>			
2019-2020 OUTLANDER OUTLANDER-PHEV	8608A562	8608A416	SWITCH,P/W MAIN	1	Part number is located on bottom side (see below)
	8608A563	8608A417			
2019-2020 ECLIPSE CROSS	8608A570	8608A447			
	8608A571	8608A448			



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	CAUSE CODE	NATURE CODE	OP CODE	TIME ALLOWANCE
Replace the driver's side switch	990	59Z	428201EL	0.4 H Outlander/ Outlander PHEV
				0.5 H Eclipse Cross

Warranty Coverage: 5/60 Basic Coverage (Canada: 5/100)