



Technical Service Bulletin

SUBJECT: DIAGNOSTIC PROCEDURE CORRECTION FOR e-CALL SYSTEM – SERVICE MANUAL REVISION			No: TSB-24-54-008
			DATE: October 2024
			MODEL: Outlander Plug-In Hybrid
CIRCULATE TO:	☐ GENERAL MANAGER	☒ PARTS MANAGER	☒ TECHNICIAN
☒ SERVICE ADVISOR	☒ SERVICE MANAGER	☒ WARRANTY PROCESSOR	☐ SALES MANAGER

PURPOSE

This TSB provides correction to the diagnostic procedure for e-CALL System Diagnosis Codes: U214E-87 AND U215B-87 in the applicable Service Manuals:

AFFECTED VEHICLES

2023-2025 Outlander Plug-In Hybrid

AFFECTED SERVICE MANUAL

- 2023-2025 Outlander Plug-In Hybrid Service Manual

PROCEDURE

Please use the following chart as a guide to replace the indicated pages in the affected Service Manual, Group 54, Electrical & Power Control - Chassis Electrical, Driver Information & Multimedia, Audio, Visual & Navigation System, Telematics System, DTC/Circuit Diagnosis sections.

Applicable Manual	Pub. No.	Applicable Title	Content
2023 OUTLANDER (PHEV) Service Manual	MSCD-027B-2023	DRIVER INFORMATION & MULTIMEDIA └ AUDIO, VISUAL & NAVIGATION SYSTEM └ TELEMATICS SYSTEM └ DTC/CIRCUIT DIAGNOSIS └ U214E-87 CAN comm err (combination meter) └ DTC Description	Attached sheet 4
2024 OUTLANDER (PHEV) Service Manual	MSCD-027B-2024		Attached sheet 5
2025 OUTLANDER (PHEV) Service Manual	MSCD-027B-2025	DRIVER INFORMATION & └ AUDIO, VISUAL & NAVIGATION SYSTEM └ TELEMATICS SYSTEM └ DTC/CIRCUIT DIAGNOSIS └ U215B-87 CAN comm err (IPDM E/R) └ DTC Description	



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CHASSIS ELECTRICAL

U214E-87 CAN comm err (combination meter)

DTC Description: U214E-87

DTC DETECTION LOGIC

DTC No.	M.U.T.-III SE Screen	DTC Detection condition	
U214E-87	CAN comm err (combination meter)	Diagnosis condition	When ignition switch is ON
		Signal	CAN communication signal
		Threshold	Telematic box control unit cannot receive CAN communication signal.
		Diagnosis delay time	2 sec or more

POSSIBLE CAUSE

- Harness or connectors (CAN communication line is open or shorted)
- Combination meter

FAIL-SAFE

Telematics system does not operate

DTC Confirmation procedure

1. Perform DTC confirmation procedure

If DTC **U214E-87** is displayed with DTC U0079-00, first perform the confirmation procedure (trouble diagnosis) for DTC U0079-00. GO TO DTC U0079-00 [DTC Description: U0079-00](#).

<Corrected>

1. Turn the ignition switch ON.
2. Turn the ignition switch OFF and wait at least 30 seconds.
3. Turn the ignition switch ON and wait at least 30 seconds or more.
4. Select "Self-diagnosis" of "IVC" using M.U.T.-III SE.
5. Check DTC.

Is DTC U214E-87 detected?

YES >>

Refer to [Diagnosis Procedure](#).

NO-1 >>

To check malfunction symptom before repair: Refer to General Information – General – Basic Inspection – Service Information for Electrical Incident – [INTERMITTENT INCIDENT](#).

NO-2 >>

Confirmation after repair: INSPECTION END

CHASSIS ELECTRICAL

U215B-87 CAN comm err (IPDM E/R)

DTC Description: U215B-87

DTC DETECTION LOGIC

DTC No.	M.U.T.-III SE Screen	DTC Detection condition	
U215B-87	CAN comm err (IPDM E/R)	Diagnosis condition	When ignition switch is ON
		Signal	CAN communication signal
		Threshold	Telematic box control unit cannot receive CAN communication signal.
		Diagnosis delay time	2 sec or more

POSSIBLE CAUSE

- Harness or connectors (CAN communication line is open or shorted)
- Relay control unit

FAIL-SAFE

Telematics system does not operate

DTC Confirmation procedure

1. Perform DTC confirmation procedure

If DTC **U215B-87** is displayed with DTC U0079-00, first perform the confirmation procedure (trouble diagnosis) for DTC U0079-00. GO TO DTC U0079-00 [DTC Description: U0079-00](#).

<Corrected>

1. Turn the ignition switch ON.
2. Turn the ignition switch OFF and wait at least 30 seconds.
3. Turn the ignition switch ON and wait at least 30 seconds or more.
4. Select "Self-diagnosis" of "IVC" using M.U.T.-III SE.
5. Check DTC.

Is DTC U215B-87 detected?

YES >>

Refer to [Diagnosis Procedure](#).

NO-1 >>

To check malfunction symptom before repair: Refer to General Information – General – Basic Inspection – Service Information for Electrical Incident – [INTERMITTENT INCIDENT](#).

NO-2 >>

Confirmation after repair: INSPECTION END

AUDIO, VISUAL & NAVIGATION SYSTEM

U214E-87 CAN comm err (combination meter)

DTC Description

DTC DETECTION LOGIC

DTC No.	MUT Screen	DTC Detection condition	
U214E-87	CAN comm err (combination meter)	Diagnosis condition	When electric motor switch is ON
		Signal	CAN communication signal
		Threshold	TCU cannot receive CAN communication signal.
		Diagnosis delay time	2 sec or more

POSSIBLE CAUSE

- Harness or connectors (CAN communication line is open or shorted)
- Combination meter

FAIL-SAFE

Telematics system does not operate

DTC Confirmation procedure

1. Perform DTC confirmation procedure

If DTC **U214E-87** is displayed with DTC U0079-00, first perform the confirmation procedure (trouble diagnosis) for DTC U0079-00. GO TO DTC U0079-00 [DTC Description](#).

<Corrected>

1. Turn the electric motor switch ON.
2. Turn the electric motor switch OFF and wait at least 30 seconds.
3. Turn the electric motor switch ON and wait at least 30 seconds or more.
4. Select "Diagnostic Trouble Code" mode of "IVC" using M.U.T.-III SE.
5. Check DTC.

Is DTC U214E-87 detected?

YES >>

Refer to [Diagnosis Procedure](#).

NO-1 >>

To check malfunction symptom before repair: Refer to Intermittent Incident [Intermittent Incident](#).

NO-2 >>

Confirmation after repair: INSPECTION END

AUDIO, VISUAL & NAVIGATION SYSTEM

U215B-87 CAN comm err (IPDM E/R)

DTC Description

DTC DETECTION LOGIC

DTC No.	MUT Screen	DTC Detection condition	
U215B-87	CAN comm err (IPDM E/R)	Diagnosis condition	When electric motor switch is ON
		Signal	CAN communication signal
		Threshold	TCU cannot receive CAN communication signal.
		Diagnosis delay time	2 sec or more

POSSIBLE CAUSE

- Harness or connectors (CAN communication line is open or shorted)
- IPDM E/R

FAIL-SAFE

Telematics system does not operate

DTC Confirmation procedure

1. Perform DTC confirmation procedure

If DTC **U215B-87** is displayed with DTC U0079-00, first perform the confirmation procedure (trouble diagnosis) for DTC U0079-00. GO TO DTC U0079-00 [DTC Description](#).

<Corrected>

1. Turn the electric motor switch ON.
2. Turn the electric motor switch OFF and wait at least 30 seconds.
3. Turn the electric motor switch ON and wait at least 30 seconds or more.
4. Select "Diagnostic Trouble Code" mode of "IVC" using M.U.T.-III SE.
5. Check DTC.

Is DTC U215B-87 detected?

YES >>

Refer to [Diagnosis Procedure](#).

NO-1 >>

To check malfunction symptom before repair: Refer to Intermittent Incident [Intermittent Incident](#).

NO-2 >>

Confirmation after repair: INSPECTION END