



SAFETY RECALL BULLETIN

SUBJECT:			No: SR-16-011
LIFT GATE GAS SPRING CORROSION – SAFETY RECALL CAMPAIGN			DATE: January, 2017
			MODEL: 2011, 2012, 2016 Outlander Sport / RVR
CIRCULATE TO:	<input checked="" 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 provides directions for inspection of and replacing the lift gate gas springs (“struts”) on affected vehicles.

BACKGROUND

The supplier may have applied insufficient anti-corrosion treatment to the outer tube of the lift gate gas spring. The lift gate gas spring provides lifting assistance for the lift gate and operates utilizing high pressure gas. If insufficient anti-corrosion coating is applied to the outer tube of the gas spring, it is possible for the outer tube to corrode over time due to salt and water penetration. If this occurs, it is possible for the gas spring to rapidly lose pressure.

If the gas spring rapidly loses pressure, the lift gate may fall down suddenly, causing injury.

AFFECTED VEHICLES

2011, 2012, 2016 Outlander Sport / RVR

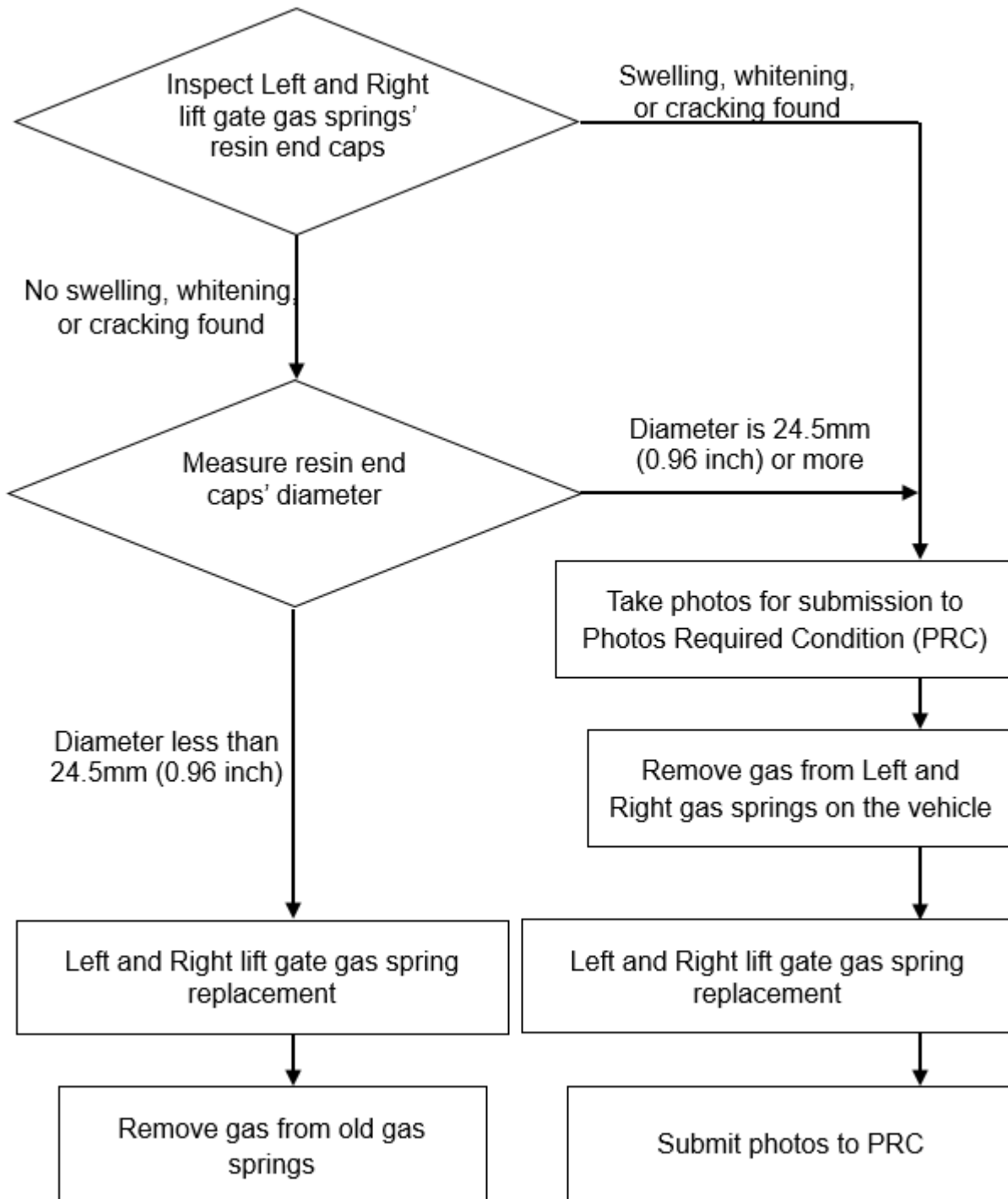
IMPORTANT

Affected new or used inventory vehicles must be repaired before the vehicle is delivered. Dealers must check their inventory vehicles' VINs on the Warranty Superscreen to verify whether the vehicle is involved in this recall campaign. It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by the notification under a sale or lease until the defect or noncompliance is remedied.

REQUIRED EQUIPMENT

- Safety glasses
- Vernier caliper
- Ruler
- Tape
- Tarp or drape
- Hand saw
- Rags

Flow Chart

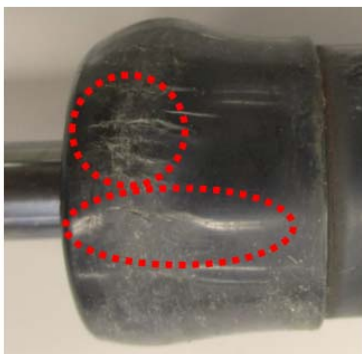


INSPECTION PROCEDURE

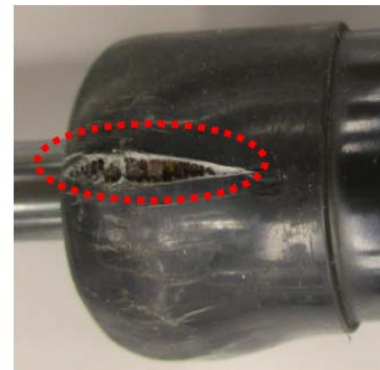
1. Raise the lift gate and inspect the gas springs' resin end caps for presence of swelling, whitening, or cracking. If any resin end cap is NG (swelling, whitening, or cracking is found), take photo for submission to Photos Required Condition (PRC), then proceed to **step 3**.



Swelling

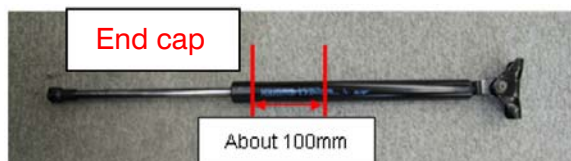


Whitening



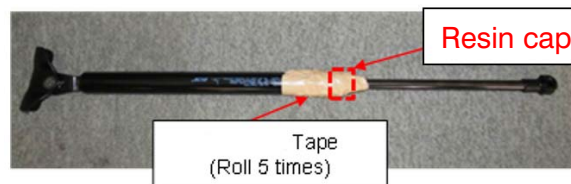
Cracking

2. Check the diameter of the resin caps, using a Vernier caliper. If both left and right resin caps' diameter are less than 0.96 in (24.5 mm), proceed to **REPLACEMENT PROCEDURE**. If any (left side, right side, or both sides) resin cap measures 0.96 in (24.55 mm) or more, record the measurement, take photo for submission to Photos Required Condition (PRC), then proceed to **step 3**.
3. Gas removal.
 - a. Make a mark at 4 in (100 mm) from the end of the resin cap.

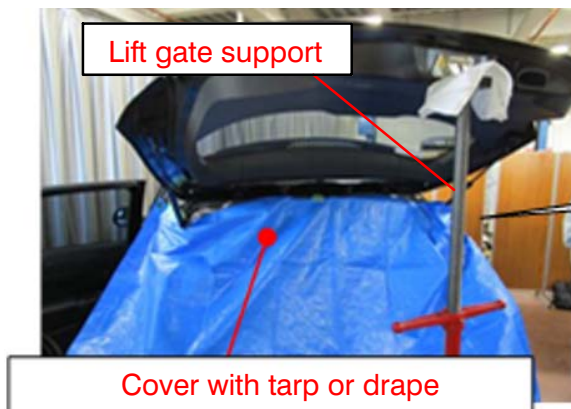


- a. Make a mark at 4 in (100 mm) from the end of the resin cap.

NOTE: Gas spring removed from vehicle for illustration purposes.



- b. Tape the gas spring resin cap to prevent it from being expelled during this process.



- c. Cover the vehicle interior with a suitable tarp or drape to prevent debris or oil splatter from making entry.

- d. Support the lift gate.

⚠ CAUTION Do NOT use an electrical or pneumatic grinder, or other electrical or pneumatic tools to cut the gas spring.

⚠ CAUTION Perform the following procedure with an assistant to avoid accidental collapse of the lift gate.

⚠ CAUTION Use safety glasses.

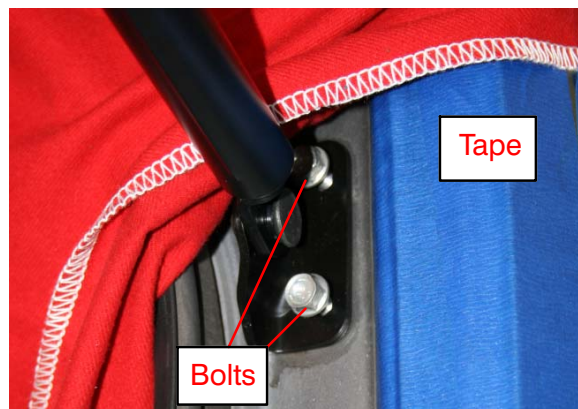


- e. Using a hand saw, make a small incision, just enough to relieve the gas, at the mark made in **step 3a**.
- f. Lightly cover the incision point with tape or rags to reduce the gas expulsion distance.

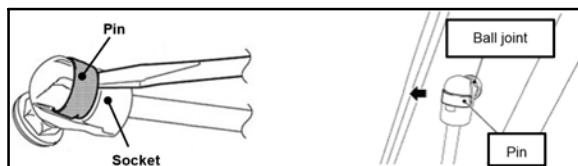
REPLACEMENT PROCEDURE

⚠ CAUTION Perform the replacement procedure with an assistant to avoid accidental collapse of the lift gate.

⚠ CAUTION Do NOT damage any part of the vehicle.



1. Support the lift gate.
2. Tape the body panel near the gas springs to prevent accidental damage during gas springs removal.
3. Lightly loosen, but do not remove, 2 bolts on the body side.



4. On the lift gate side, using a flat-head screwdriver, slide the pin upward, then remove in the illustrated direction.



5. Remove bolts.
6. Clean the vehicle body area that the gas springs will mount to.



7. Identify the new Left and Right gas springs according to the labeled identification symbols.



Example: Passenger side

8. Orient the holes toward the outer side of the vehicle. Lightly tighten the new gas spring to the vehicle body.



9. Attach the new gas spring to the ball joint.

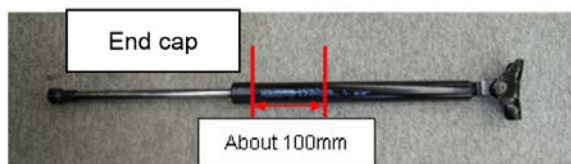
10. Tighten the bolts to 89 ± 17 in-lb (10 ± 2 Nm).
11. Verify lift gate opening and closing operations.
12. Ensure that the vehicle is free of debris or stains as a result of the above procedures.
13. Submit photos to PRC, if photos were taken.

DISPOSAL

NOTE: This procedure is to be followed for gas springs that did not exhibit swelling, whitening, or cracking **and** whose resin caps' diameter are less than 0.96 in (24.5 mm).

⚠ CAUTION Do NOT use an electrical or pneumatic grinder, or other electrical or pneumatic tools to cut the gas spring.

CAUTION Use safety glasses.



1. Using a hand saw, make a small incision, just enough to relieve the gas, at 4 in (100 mm) from the end of the resin cap.
2. Dispose the gas springs according to local regulations.

PARTS INFORMATION

Qty	Part Number	Part Description
1	5802A712	SPRING SET, GAS (Kit) – 2 pcs.

WARRANTY INFORMATION

There are 2 possible repair scenarios for this campaign.

#	Repair Procedure	Campaign Operation	Labor Time Allowance
1	Inspect Rear Hatch Gas Springs = Both seals OK – Replace both gas springs with kit – Relieve gas with gas springs off of the vehicle.	C1614Z01	0.4 hrs
2	Inspect Rear Hatch Gas Springs = One or Both Seals are NG – Relieve gas with both gas springs still on the vehicle & replace both gas springs with kit. Take photos of NG seals. Post to PRC.	C1614Z02	0.5 hrs

WARRANTY / RECALL CAMPAIGN CLAIM INFORMATION

Enter all claims as claim type 'C' – Recall/Campaign Claims.

Please follow the campaign instructions when entering each claim in order to select the applicable operation code that correctly matches up with the work that was actually performed. A claim example is provided below.

Certain 2011, 2012, 2016MY Outlander Sport and RVR vehicles (JA – Japan Built).

Claim Header Section:

The screenshot shows the 'Service Warranty Warranty Claim' form in the Mitsubishi Dealer Link system. The form is titled 'Claim Entry' and 'Vehicle Information'. It includes the following fields and callouts:

- Campaign Information:**
 - Campaign Operation No:** C1614Z. Callout: "Enter in the first 6 characters of the applicable campaign number: C1614Z".
 - Miles/Km:** 65500.
 - VIN:** JA...(Japan built). Callout: "This campaign is replacing the wiper link. Check the Open Campaign area of the Superscreen each time to be certain of a vehicle's eligibility. Only VINS showing C1614Z as open are involved."
 - Service Technician:** (Empty field)
- Spec Value *:** (Empty field)
- Duplicate Recall *:** (Checkbox, unchecked)
- Dealer:** 99320
- Ref No:** (Empty field)
- VIN:** (Empty field)
- Claim No:** (Empty field)
- Adj:** (Empty field)
- Claim Status:** Incomplete
- Model and Year:** (Dropdown menu)


Buttons at the bottom: **Save & Continue** and **Main Menu**.

After entering the required customer data, vehicle information, selecting the applicable repair campaign and scenario performed (please note there are 2 possible repair scenarios for this campaign), and then hitting the "Save and Continue" button, the system will automatically fill—in several fields. See the labor examples on the next page.

LABOR:

There are 2 possible repair scenarios for this campaign. You may only select 1 scenario.

Scenario 1	Inspect the gas springs per the TSB. If seals are both OK, replace the 2 gas springs, and relieve gas with the gas springs off of the vehicle. No photos needed.	C1614Z01	0.4 hrs.
Scenario 2	Inspect the gas springs per the TSB. If either seal(s) are NG, relieve gas while gas springs are still on the car and then replace the 2 gas springs. Take photos of the NG seal(s) and post to PRC. Post photos to the PRC in the "Recall Photos/Docs Support category".	C1614Z02	0.5 hrs.

- PAINT/BODY/HEADLINER**
- PROD SUPPORT REQUEST PIX/DOCS**
- RECALL PHOTO/DOCS SUPPORT** 
- RUST/PERFORATION CORROSION**
- SEATS/INTERIOR/UPHOLSTERY**
- STEERING WHEELS**

PARTS:

Replace both gas springs using kit part #5802A712. (Kit contains 2 gas springs.)

RENTAL CARS:

If there is a need to provide the owner with a rental car, claim the applicable charges in this section of the claim on the lower portion of the labor entry screen.

Special Sublet Selection					
Select	Labor Operation	Labor Operation Description			Amount
<input type="checkbox"/>	SHO	SPECIAL HANDLING ORDER	SHO Parts Order <input type="text"/>		<input type="text"/>
<input type="checkbox"/>	RENTACAR	RENTAL CAR CHARGES 	Days <input type="text"/>	Reason <small><Select one></small> <input type="text"/>	<input type="text"/>
			Rental Company <input type="text"/>	Invoice Number <input type="text"/>	<input type="text"/>
<input type="checkbox"/>	95300040	FREIGHT CHARGES	Freight Company <input type="text"/>	Invoice Number <input type="text"/>	<input type="text"/>
<input type="checkbox"/>	95200040	TOWING CHARGES	Towing Company <input type="text"/>	Invoice Number <input type="text"/>	<input type="text"/>