



Technical Service Bulletin

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| SUBJECT: HVAC MODE DOOR POP/CLICK NOISE | | No: TSB-12-55-006 | |
| | | DATE: October, 2012 | |
| | | MODEL: 2013 Outlander Sport/ RVR | |
| 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 checked="" type="checkbox"/> WARRANTY PROCESSOR | <input type="checkbox"/> SALES MANAGER |

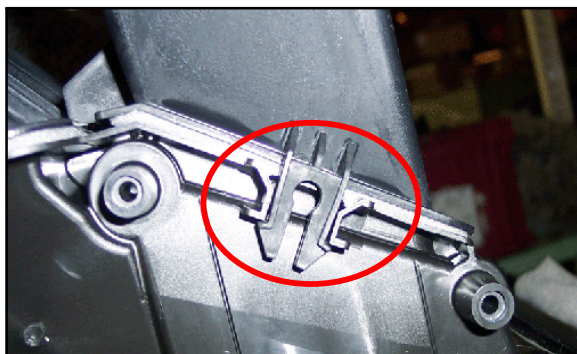
PURPOSE

On some vehicles customers may report a pop/click noise from the dash area when changing the HVAC mode selection (air direction) dial to different positions. This may be caused by an improperly seated HVAC vent duct clip, which is rubbed by the mode door cam as it rotates. This TSB provides a procedure to properly seat the clip to correct this condition.

AFFECTED VEHICLES

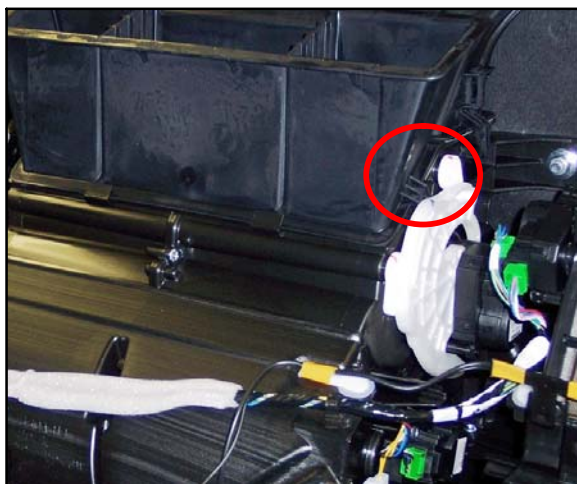
2013 Outlander Sport/RVR built before 9/24/2012

PROCEDURE



FOR REFERENCE

Correct clip position shown with HVAC assembly removed from the vehicle and mode door pivot cam removed.



CONFIRM CONDITION

1. Refer to Group 52A – Interior, in the 2013 Outlander Sport Service Manual and remove the glove box and upper inner glovebox panel.

NOTE: *Vehicles with OSS* – This step requires disconnecting the OSS “key box” (part of the upper glovebox panel). “Keyless Operation System Service Required” will be displayed on the MID while the key is ON. This message will clear when the “key box” is reconnected and the ignition is turned OFF. DTCs will not be stored.

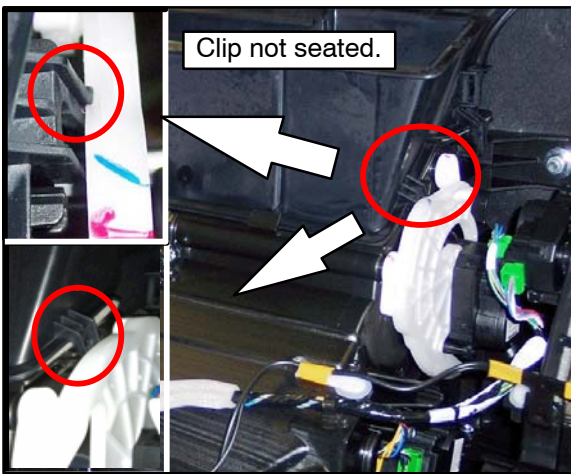
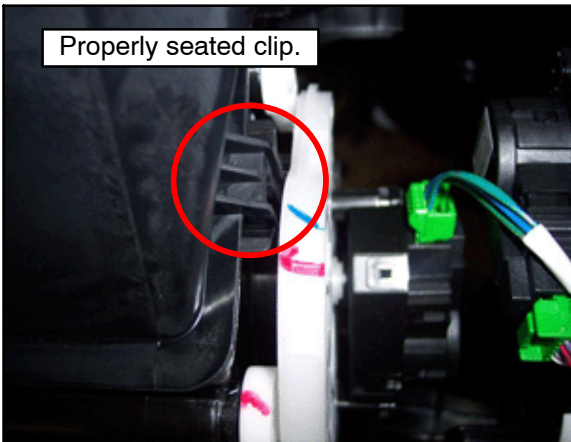
2. Turn the ignition ON (*Vehicles with OSS* – green light in “Start/Stop” button, engine not running).
3. While watching the mode door pivot cam, rotate the mode selection dial to various positions, stopping for several seconds at each position.
4. The cam will deflect slightly when you hear the pop/click noise.

Continued

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REPAIR PROCEDURE

1. If a noise is confirmed, place the mode selection dial to the “face” position.
2. Locate the vent duct clip next to the mode door pivot cam. Examine the position of the vent duct clip.
 - a. If the clip is properly seated, further diagnosis is required. Follow procedures in the service manual to diagnose and repair the condition.
 - b. If the clip is not properly seated, press on the clip using a flat blade screwdriver to seat it. You may also have to press downward.
3. Confirm the noise is no longer present when changing the HVAC mode.
4. Reassembly is the reverse of disassembly. Refer to Group 52A – Interior, in the 2013 Outlander Sport Service Manual for details.

NOTE: *Vehicles with OSS* – If “Keyless Operation System Service Required” is displayed in the MID after the ignition has been cycled OFF/ON, make sure the key box was properly reconnected.

WARRANTY INFORMATION

This bulletin is supplied as technical information only and is not an authorization to repair. If an affected vehicle is observed with the described condition, diagnose the condition, repair as described in this bulletin and submit a normal warranty claim using the following information.

Noise from HVAC Mode Door Pivot Cam Repair

Nature Code: 46E

Cause Code: 450

Labor Operation No. 551155 95

Time Allowance: 0.4 hr.