



Technical Service Bulletin

SUBJECT:		No: TSB-17-42A-001	
LOWER LIFTGATE PANEL RUST – REVISED		DATE: June, 2017	
		MODEL: 2011 – 2015 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

This bulletin supercedes TSB-15-42A-001, issued August, 2015, to add 2013–2015 MY Outlander Sport/RVR vehicles, to update the affected possible rust areas, and to require photos of the affected areas. Revisions are italicized and indicated by ◀.

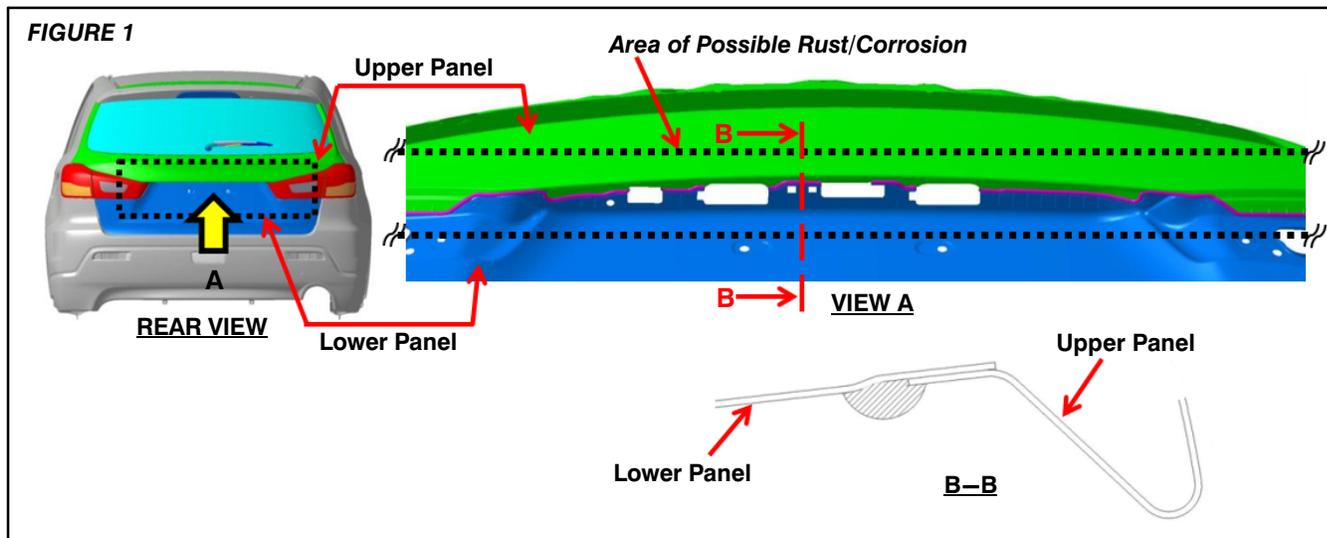
PURPOSE

Customers of some affected vehicles may report rust or corrosion on the rear liftgate in the following areas:

- Section where liftgate upper panel meets the lower panel.
- Edge of the liftgate open switch on the lock release handle.

Rust between the upper and lower panels may be due to uneven sealant application that allows water to enter between the packing and the body sealant. Rust near the liftgate open switch may be due to inadequate clearance between the switch and upper panel, causing the edge of the switch to scratch the coating of the upper panel, leading to water intrusion and rust.

This TSB instructs dealers to submit photos to the PRC of any rusted areas, repair affected areas, add sufficient sealant to prevent rust, repaint repaired areas, then apply protective film on the open switch area.



AFFECTED VEHICLES

All 2011–2015 Outlander Sport/RVR

REPAIR PROCEDURE

1. Take photographs of ALL rusted areas on the tailgate panel. See Figure 1 above for location of area(s) to be photographed.
2. Upload the photographs to the Photo Required Condition System (PRC). Post photos as Repair Type "Rust/Perforation Corrosion."

Photo Required Condition & Pre Approval Center
Photos Required Condition List

Dealer: Status: **ALL** Repair Type: **ALL** VIN:
 Zone: District: Country: Year:

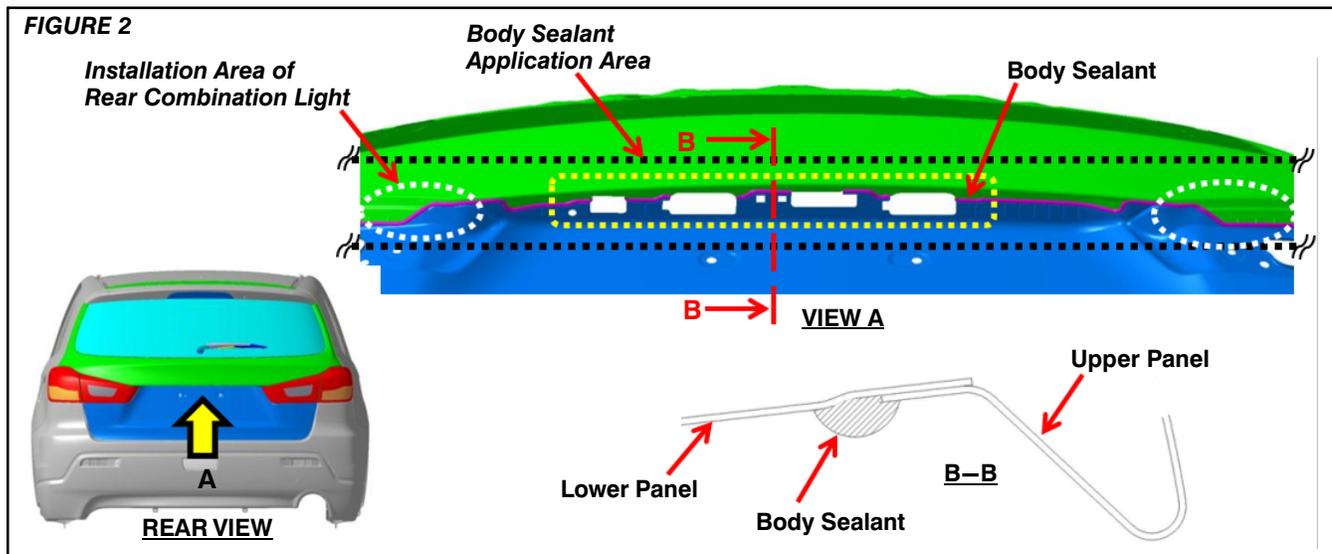
requests that contain added comments and/or directions from MMNA. F

Repair Type List:
 BREMBO CALIPER/NOT FOR RECALL
 CONVERTIBLE TOP
 CROSSMEMBER PICTURES
 DPSM/ZONE REVIEW REQUIRED
 GLASS
 HEADLAMPS
 INTERIOR/DASH INST. PANEL
 PAINT/BODY/HEADLINER
 PROD SUPPORT REQUEST PIX/DOCS
 RECALL PHOTO/DOCS SUPPORT
RUST/PERFORATION CORROSION
 SEATS/INTERIOR/UPHOLSTERY

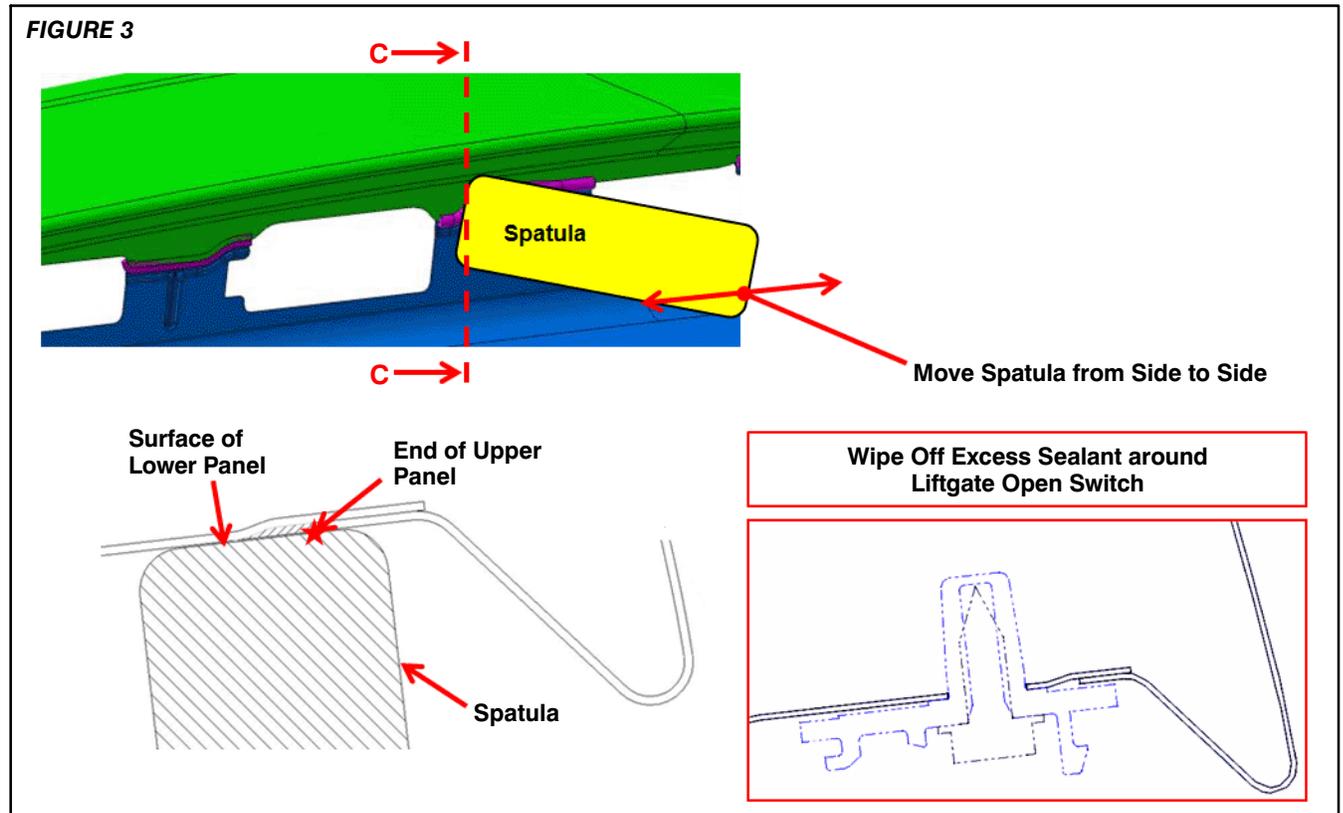
S	Dealer	Name	Dstr	VIN	Mod	PRC Code	Claim
<input type="radio"/>							
<input type="radio"/>							
<input type="radio"/>							

No of Rows: 100

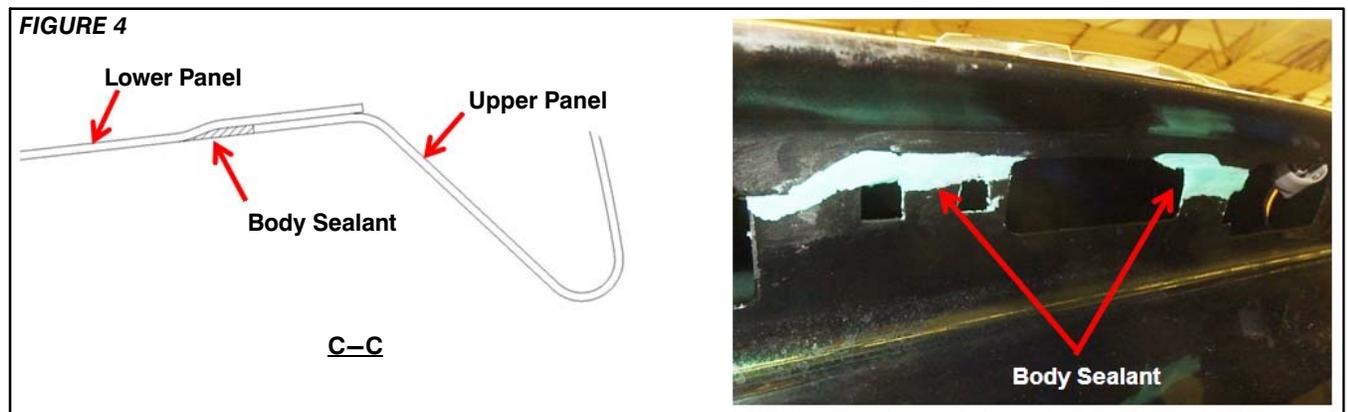
3. Repair all rusted areas as necessary.
4. Apply body sealant to the edge of the upper panel on the liftgate.



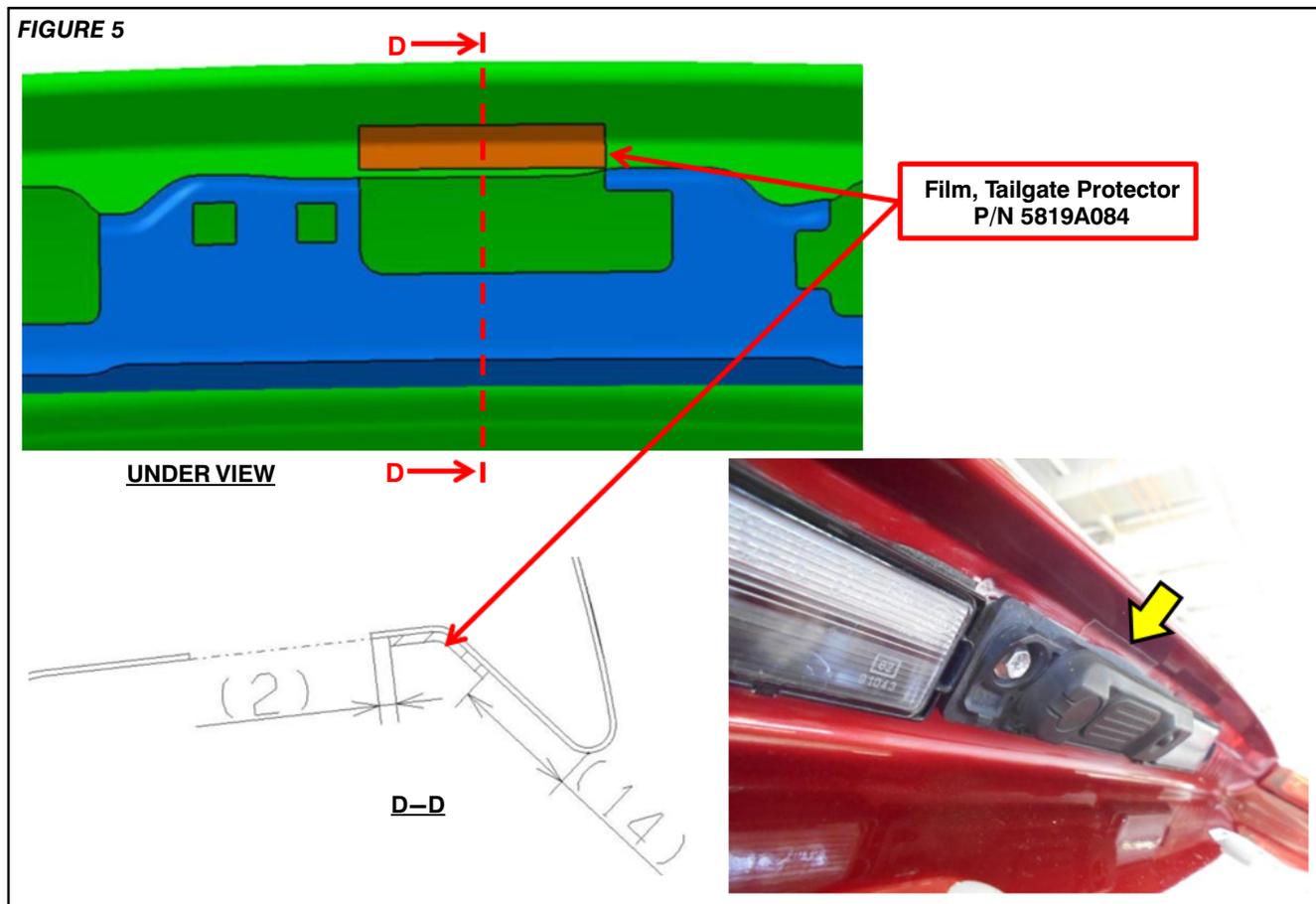
- Using a spatula, wipe off excess sealant on the edge of the upper panel and surface of the lower panel. Wipe off any sealant on the edge of the hole for the liftgate open switch.



NOTE: Ensure there is sufficient sealant between the upper and lower panels, and the sealant surfaces are smoothed out flush with the body panel surfaces.



6. Paint the repaired area(s) as necessary with the vehicle specific colors.
7. Apply the countermeasure protection film (P/N 5819A084) to the liftgate open switch area on the body panel as shown.



PARTS INFORMATION

Use only the Genuine Mitsubishi Parts listed below.

Description	Part Number	Qty
Film, Tailgate Protector	5819A084	1

WARRANTY INFORMATION

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 following information.

If touch-up painting of the liftgate is required, follow standard warranty procedures for claim submission.

Description: **Lower Liftgate Panel Rust: Repair Rust/Corrosion and Apply Body Sealant and Protective Film**

Select the applicable coverage below.

Rust Coverage	Operation Code	Nature Code	Cause Code	Operation Time	Max Hours w/o DPSP PWA	Photos Required
5 yrs/Unlimited miles (General Rust Coverage)	424311 99	30D	580	Actual time*	2.0 hrs*	Yes
7 yrs/100,000 miles (Outer Body Panel Rust Perforation)	424311 98					

* PWA from DPSP if over 2.0 hrs.