



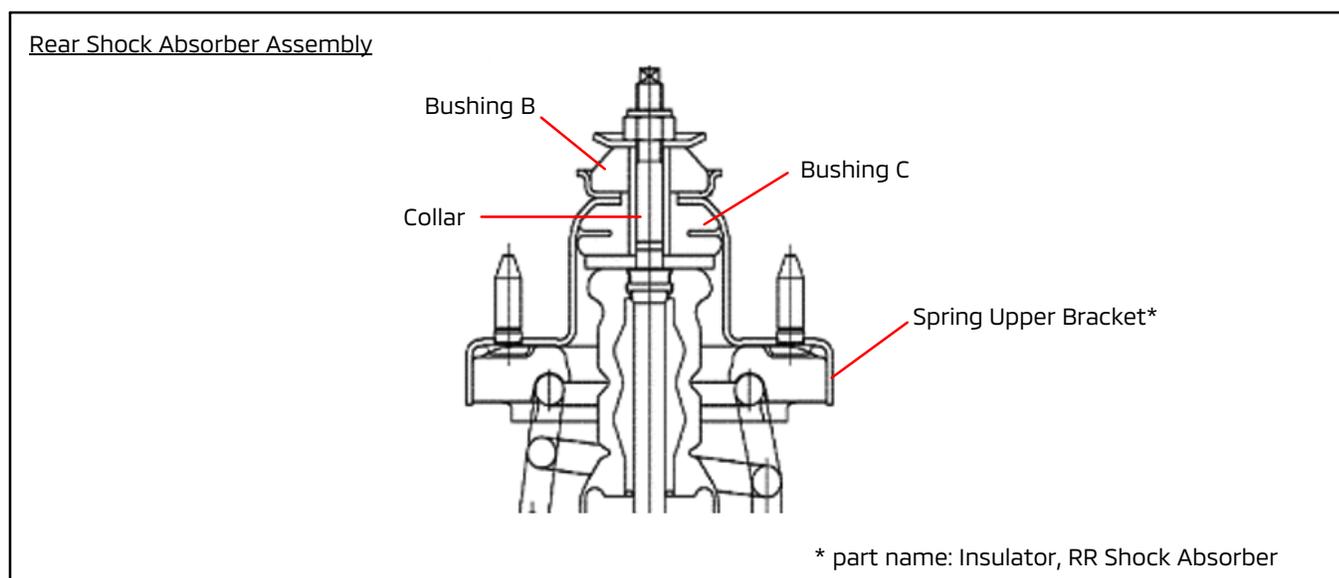
Technical Service Bulletin

SUBJECT:		No: TSB-19-34-004	
ABNORMAL NOISE FROM REAR SHOCK ABSORBER		DATE: October 2019	
		MODEL: 2014-16 Outlander	
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

A customer may report an abnormal noise from the rear shock absorber. This may be due to abrasion of the upper bushing, causing the shape of the bushing to be deformed, resulting in interference between the collar and spring upper bracket while driving. The shape of the spring upper bracket has been improved to prevent the upper bushing from becoming deformed.

This TSB instructs dealers to replace the spring upper bracket, 2 bushings, collar, and nut with new parts to address the abnormal noise.



AFFECTED VEHICLES

- 2014 - 2016 Outlander built **before** the following VIN: JA4AD2A3XGZ000150

REPAIR PROCEDURE

1. Confirm there is an abnormal noise from the rear shock absorber.
2. Remove and replace the spring upper bracket (part name: Insulator, RR Shock Absorber), bushing B, bushing C, collar, and nut.

For instructions, refer to the applicable Service Manual, Group 34 - Rear Suspension / Shock Absorber Assembly / Disassembly and Reassembly.

See "Tips During Disassembly & Reassembly" below.

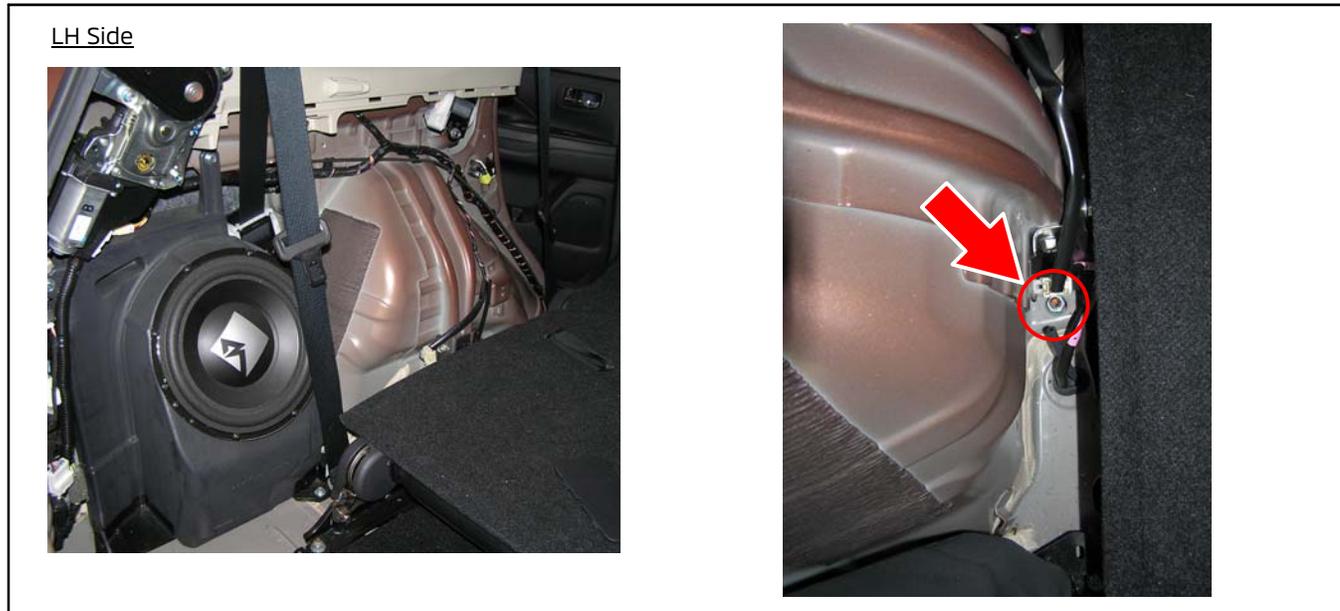
NOTE: In Service Manual, bushing C is called bushing A.

TIPS DURING DISASSEMBLY & REASSEMBLY

TIP 1: LH Side Disassembly

1. In order to access the upper bolts of the LH shock absorber assembly, some interior panels must be removed, as shown.

NOTE: There are two LH upper bolts. Rear LH bolt shown in photo below for example of access.



TIP 2: RH Side Disassembly

2. In order to access the upper bolts of the RH shock absorber assembly, only the cup holder panel must be removed, as shown.

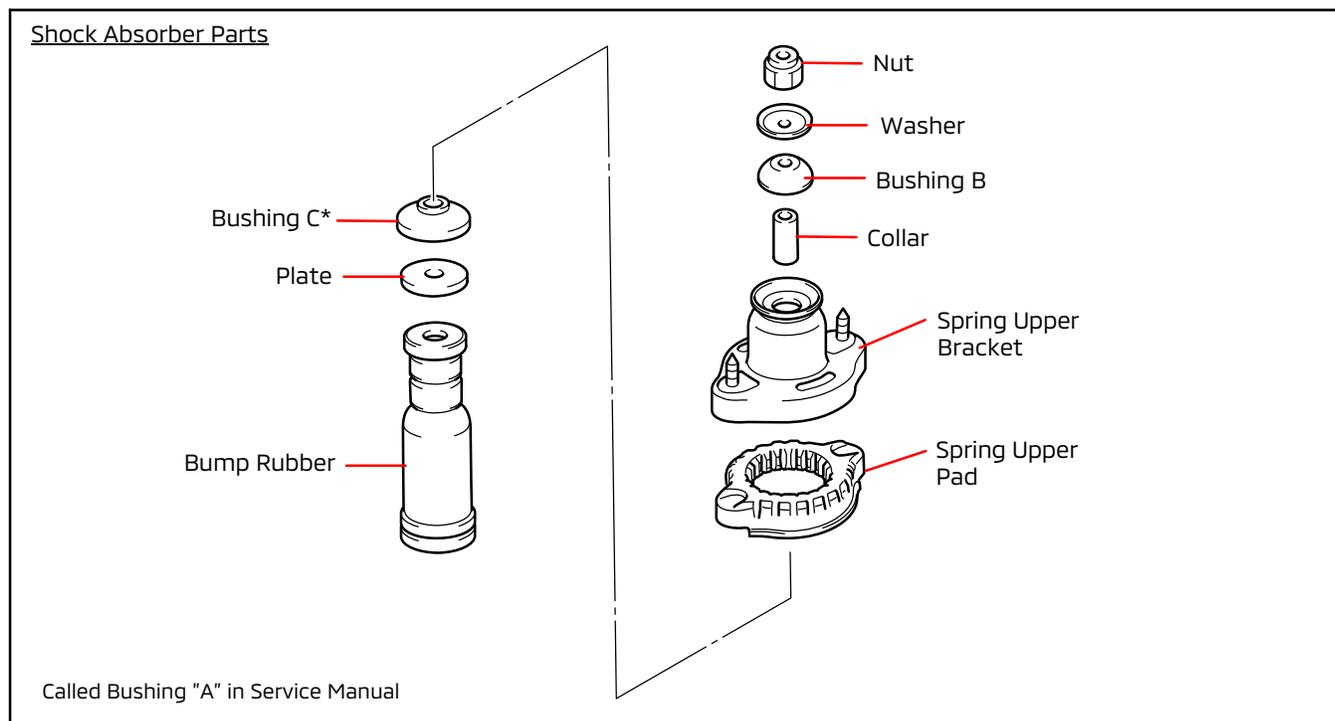
NOTE: There are two RH upper bolts. Rear RH bolt shown in photo below for example of access.



TIPS 3 & 4: Shock Absorber Reassembly

3. Remember to transfer the existing Spring Upper Pad into the new Spring Upper Bracket when reassembling the shock absorber.
4. Be sure Bushing B and C are oriented in the proper position, as shown in diagram below.

NOTE: In Service Manual, bushing C is called bushing A.



PARTS INFORMATION

Order only the Genuine Mitsubishi Parts listed below.

Part Name	Part Number	Quantity
Insulator, RR Shock Absorber	4140A505*	1
Bushing, RR Suspension Coil Spring (Bushing B)	MR594612	1
Bushing, RR Suspension Coil Spring (Bushing C)**	MR594613	1
Collar, RR Suspension Coil Spring	MR554373	1
Nut, Self Locking, M10	MS440002	1

* Original Part Number MR491946 (also called Spring Upper Bracket)

** Called bushing "A" in Service Manual

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.

Labor Operation Code	Operation	Nature Code	Cause Code	Time Allowance
346213WT	Replace Rear Shock Absorber Parts*** (One Side)	54E	5A0	1.1 hrs
	(Both Sides)			1.6 hrs

*** Only replace parts listed in Parts Information table in this TSB.

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