



Technical Service Bulletin

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|--|---|--|---|
| SUBJECT: | | No: TSB-21-42A-011REV2 | |
| MODIFIED HOOD FOR HOOD FLUTTER - 2022 OUTLANDER - REVISED | | DATE: June 2022 | |
| | | MODEL: 2022 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 checked="" type="checkbox"/> SALES MANAGER |

This bulletin supersedes TSB-21-42A-011REV issued March 2022 and clarifies the procedure and warranty information. Revisions are italicized and indicated by ◀.

PURPOSE

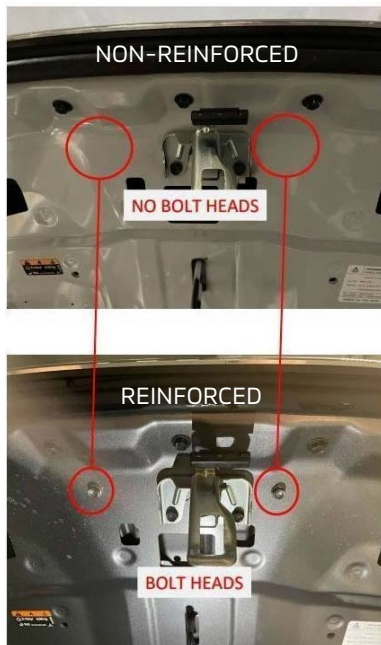
For customers that express concerns with hood fluttering, the hood should be replaced with a new modified hood (65100W080P).

A change in the weather strip from a full clip style attachment to a new style which requires installation over the front lip of the hood, has also been made. The new weather strip (65820W020P) should be installed prior to re-installation of the grill (from original hood).

AFFECTED VEHICLES

2022 Outlander vehicles

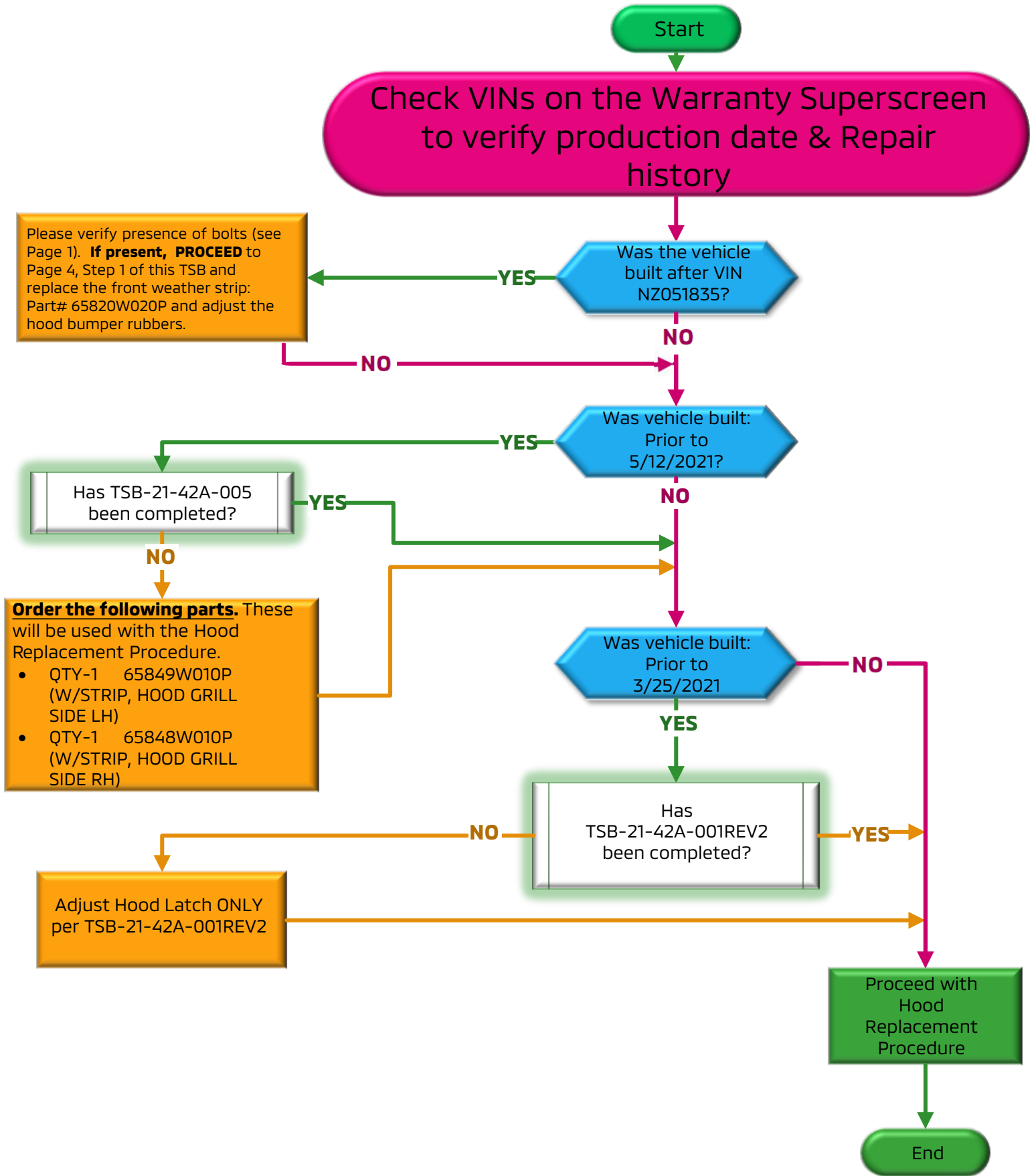
Method to determine if hood is reinforced (bolt heads) or non-reinforced (no bolt heads):



Please refer to the flow chart (page 2 of this bulletin) prior to proceeding with the procedure to determine/confirm the next appropriate steps.

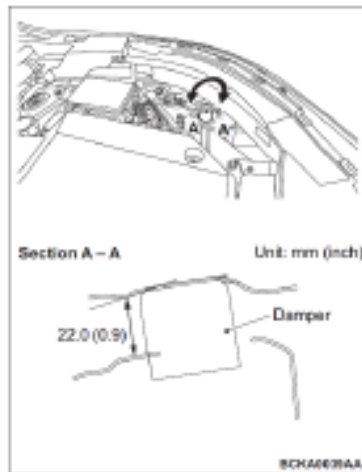
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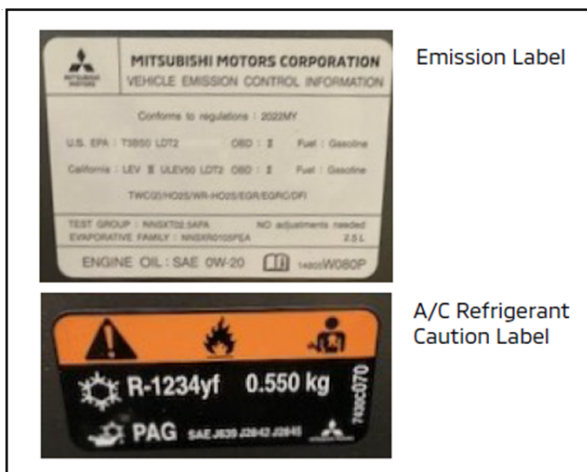


PROCEDURE

1. Remove the hood panel and other components such as weather strips. **Please note:** the two weather strips on the side of the grill, unless being replaced, do not require removal and will stay affixed to the grill when transferred to the new hood.
2. Pre-set the new hood panel and check whether the dimension and clearance around the hood panel are OK. Check the new hood for the presence of bolts (Refer to Page 1).
 - o Re-alignment needs to be performed according to the workshop manual, if necessary
 - o Prior to presetting the hood panel, the height of hood bumper rubbers must be 24.0mm (1.0 inch) (Refer to service manual P42A-3)



3. Remove the hood panel and paint it according to the body color.
4. Pre-set the painted hood panel to the body.
5. Re-install all the components removed in step 1 (above).
 - o The front end weather strip needs to be replaced with the new W/STRIP,HOOD FR END (6582W020P)
 - o Prior to re-installation of the grill, install brand new W/STRIP,HOOD FR END according to steps (See below, page 4)
6. After installing all the components, re-align the hood panel and then fully tighten the bolts (Refer to the service manual P42A-2 and 3).
7. Adjust the compression amount of hood bumper rubber to 5.0mm (See page 4, Final Inspection).
8. Affix new Emission and A/C Refrigerant Caution labels to the hood.



PROCEDURE FOR W/STRIP,HOOD FR END

1. Install front weather strip.
2. Install and secure grill with 11 mounting bolts (reuse grill from original hood).



Image 1

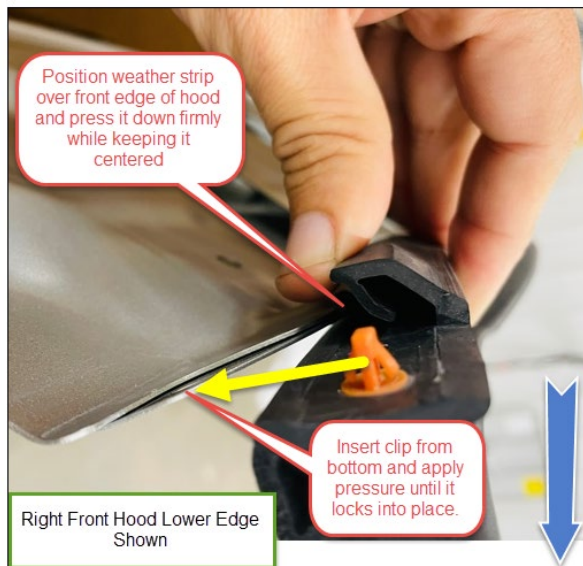


Image 2



Image 4

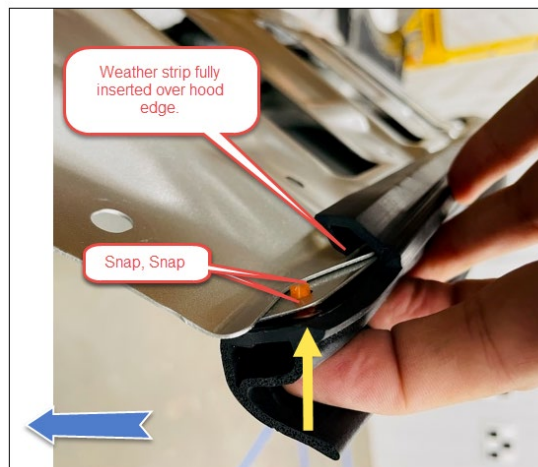


Image 3

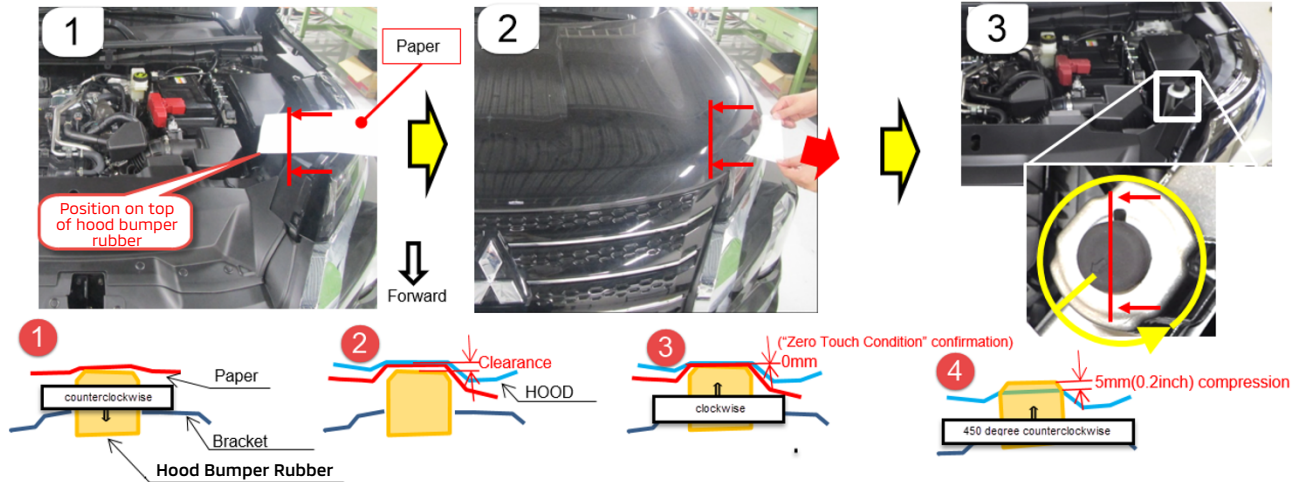
NOTE: For *front end weather strip only installation* the entire grill assembly does not need to be removed (see image 4). Remove mounting bolts from back side of grill and loosen clips on the bottom. Lift grill up and insert weather strip as shown.

FINAL INSPECTION

- Insert standard printer paper with one corner of the paper between the hood bumper rubber and hood
- Close hood and attempt to pull paper out from between the hood bumper rubber and hood
 - If the paper tears:
 - Turn the hood bumper rubber clockwise $\frac{1}{4}$ turn at a time until the paper pulls out with moderate drag but without tearing paper
 - If the paper pulls out easily:
 - Turn hood bumper rubber $\frac{1}{4}$ turn counterclockwise until paper tears when attempting to pull it out
 - Then turn clockwise $\frac{1}{4}$ turn until moderate drag is achieved without tearing paper

FINAL INSPECTION (Continued)

- Final adjustment
 - Create 5mm compression by doing a final turn of each hood bumper rubber (maximum 450 degrees) as adjustment allows.



PARTS

Review superscreen for proper parts ordering.

| PART NAME | PART NUMBER | QUANTITY |
|---------------------------------|-------------|----------|
| HOOD ASSY | 65100W080P | 1 |
| W/STRIP, HOOD FR END | 65820W020P | 1 |
| CLAMP, HOOK LOCKING (AS NEEDED) | 65722A000P | 1 |
| LABEL, EMISSION (2WD) | 14805W070P | 1 |
| LABEL, EMISSION (4WD) | 14805W080P | 1 |
| LABEL, A/C REFRIGERANT CAUTION | 7430C070 | 1 |
| W/STRIP, HOOD GRILL SIDE LH* | 65849W010P | 1 |
| W/STRIP, HOOD GRILL SIDE RH* | 65848W010P | 1 |

*Not applicable to vehicles produced after 5/11/21 or if TSB-21-42A-005 has already been completed.

WARRANTY

This document 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 and submit a normal warranty claim using the information below.

PLEASE NOTE: Vehicles produced after November 11, 2021 already have the reinforced hood, are not applicable and any claims for hood replacement outside of the VIN range will be charged back. Only claims for front end weather strip replacement may be claimed.

Additionally, **vehicles produced from May 12, 2021 or those that have had TSB-21-42A-005 completed do not need the LH and RH weather strips replaced with new parts** and any claims for LH and RH weather strip replacement will be charged back.

NOTE: Submit a claim using the applicable PRIMARY PART NUMBER. For example, if the hood is replaced, the primary part number would be 65100W080P. Claims submitted using the incorrect primary part may be investigated and require correction.

| OPERATION | NATURE CODE | CAUSE CODE | LABOR OPERATION | TIME ALLOWANCE |
|---|-------------|------------|-----------------|----------------|
| Replace Front End Weather Strip w/Hood Rubber Bumper Adjustment | 54E | 990 | 425131FT | 0.4 HOURS |
| <i>Replace Hood*</i> | | | 425110FN | 6.3 HOURS |

***PRIMARY PART #: 65100W080P**

CLAIM/WARRANTY NOTES:

- All claims will require DPSM approval and PWA authorization
- Painting should be completed by a reputable body shop that covers their work at a minimum of the remaining 5 year/60,000 mile (whichever comes first) basic warranty

LOANER/RENTAL VEHICLES

If required, loaner/rental vehicles can be utilized for a maximum of 3 days during the repair. Should extenuating circumstances arise, please contact your DPSM.