



Technical Service Bulletin

SUBJECT:		No:	TSB-23-42A-002
ICE BUILD UP IN A-PILLAR AREA CAUSING INABILITY TO OPEN FRONT DOOR(S)		DATE:	May 2023
		MODEL:	2022-2023 Outlander and Outlander Plug- in Hybrid
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

This bulletin provides instructions on how to remedy ice build up in the A-Pillar area.

BACKGROUND

Customers may complain that they are unable to open the front door(s) of the vehicle. Rain, snow and sleet may enter the A-Pillar area (between the front fender and door) where the windshield glass and A-Pillar garnish meet, accumulate and freeze, causing the concern.

AFFECTED VEHICLES

2022-2023 Outlander and 2023 Outlander Plug-in Hybrid built before 1/17/2023

WORK PROCEDURE

On a customer complaint basis, perform the steps below to adhere padding to the flange area of the fender shield frame (upper/inner).

NOTE: The work procedure below demonstrates the left (driver) side of the vehicle. The procedures for the right (passenger) side are the same.

1. Remove the front fillet molding and wheelhouse splash shield. Looking in the direction of the arrow (see image below), the area for the padding to be adhered to can be seen (behind the star).



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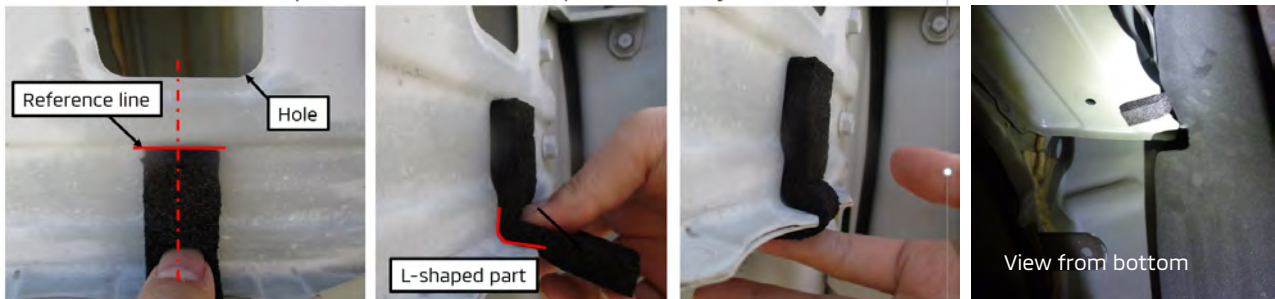
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WORK PROCEDURE (Continued)

2. Clean the surface and apply a primer to the area shown below:



3. The top portion of the padding should be aligned to the reference line of the frame and pasted at the center of the hole. Make sure to paste the L-shaped part (see image below) tightly into the bend of the frame to prevent water from running behind. Paste the bottom half of the padding over and under the edge.



PARTS INFORMATION

Model	Part Name	Part No.	Quantity	Remarks
Outlander / Outlander Plug-in Hybrid	PAD	99208W280P	1	2 pads / 1 pack

WARRANTY

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 information below. Please confirm warranty coverage and if warranty applies. A warranty claim may be submitted using the following information:

Operation Code	Operation	Quantity	Work Time
421020KT	Adhere PAD (Left & Right)	1	0.7H