



Technical Service Bulletin

SUBJECT:		No: TSB-24-34-001REV	
REAR SHOCK ABSORBER FLUID LEAK - REVISED		DATE: September 2025	
		MODEL: See below	
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 supersedes TSB-24-34-001 dated February 2024 to update the affected vehicles and warranty chart. Revisions are italicized and indicated by ◀.

PURPOSE

This TSB provides instructions on how to remedy fluid leaks from the Rear Shock Absorber.

BACKGROUND

The upper portion of the shock absorber is exposed to the outside and the upper insulator is open. As a result, a large amount of water containing anti-freeze agent and other substances may intrude at the top, causing the rod sliding portion of the shock absorber to rust and damage the oil seal, causing a fluid leak.

AFFECTED VEHICLES

2022 - 2023 Outlander prior to *VIN JA4J4VA83RZ005366 built on 7/3/2023*
 2023 Outlander Plug-in Hybrid prior to *VIN JA4T5VA95PZ062499 built on 7/3/2023*

PLEASE NOTE: VIN range qualifies the repair. If you have a situation where a vehicle concern mirrors this TSB but is outside of the VIN range, contact Techline for further assistance.

WORK PROCEDURE

On a customer complaint basis replace the old shock absorber with the new SHOCK ABSORBER, RR SUSP and INSULATOR, RR SHOCK ABSORBER (both the left and right), then install CAP, RR SHOCK ABSORBER.

- Adding the CAP-RR SHOCK ABS will prevent water/substance intrusion
- INSUL ASSY-SHOCK ABS MTG shape has been changed
- A groove has been added on INSUL ASSY-SHOCK ABS for mounting a rubber cap
- The added rubber cap on top of the INSUL ASSY-SHOCK ABS MTG will provide protection from water and other substances



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PARTS

		<New>	<Old>		
Outlander	CAP,RR SHOCK ABSORBER	AX000771	-	2pcs/car	Additional parts
	INSULATOR,RR SHOCK ABSORBER	AX000770	4162A500	2pcs/car	Replacement parts
	NUT,FR SUSP STRUT	AX000208	←	2pcs/car	
	SHOCK ABSORBER,RR SUSP	4162A504	←	2pcs/car	
Outlander PHEV	CAP,RR SHOCK ABSORBER	AX000771	-	2pcs/car	Additional parts
	INSULATOR,RR SHOCK ABSORBER	AX000770	4162A500	2pcs/car	Replacement parts
	NUT,FR SUSP STRUT	AX000208	←	2pcs/car	
	SHOCK ABSORBER,RR SUSP	4162A506	←	2pcs/car	

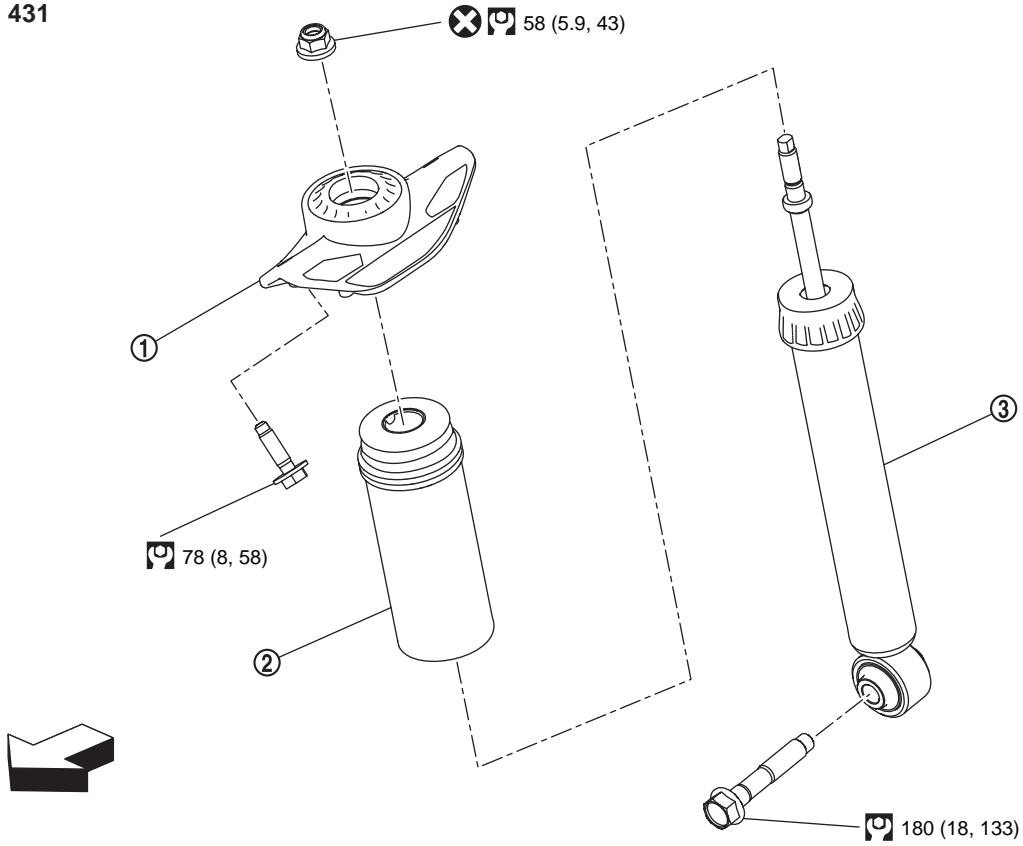
WARRANTY

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.

Labor Operation Code	Operation	Cause Code A	Nature Code B	Nature Code C	Quantity	Labor Time	Primary Failed Part Number
346311LK	Replacement	300	71	7	1	0.9H	OUTLANDER 4162A504/ OUTLANDER PLUG-IN HYBRID 4162A506

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SEC. 431



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①	Shock absorber mounting bracket	②	Bound bumper	③	Shock absorber
	: Vehicle front				
	: N·m (kg·m, ft·lb)				
	: Always replace after every disassembly.				

REMOVAL

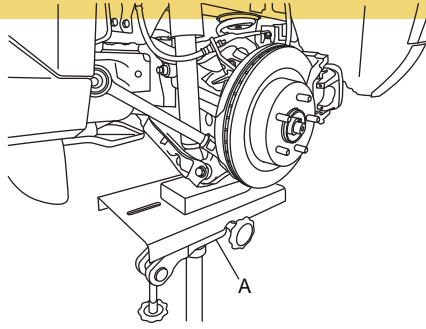
1 Remove tires. Refer to [BATTERY](#)

2. Set jack under front lower link.

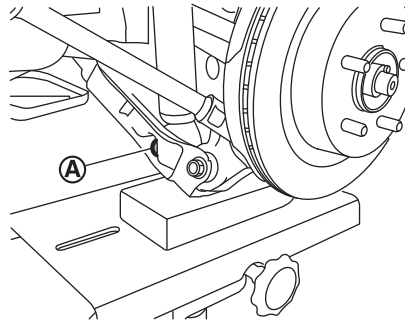
CAUTION:

- Check the stable condition when using a jack.

- Never damage front lower link with a jack (A).

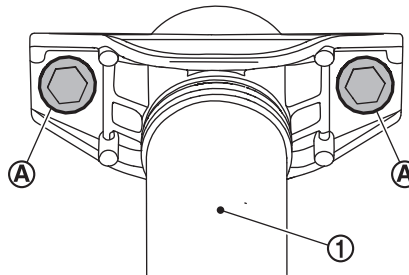


- 3.Remove shock absorber mounting bolt (A) (lower side).



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- 4.Remove shock absorber (1) mounting bolts (A) (Upper side).



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INSTALLATION

Note the following, and install in the reverse order of removal.

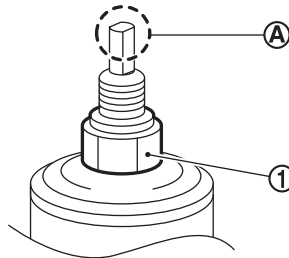
- Perform final tightening of fixing parts at the vehicle installation position (rubber bushing), under unladen conditions with tires on level ground.
- 5.Remove shock absorber.
- 6.Perform inspection after removal. Refer to [REAR SHOCK ABSORBER](#).

- Perform inspection after installation. Refer to [REAR SHOCK ABSORBER](#).
- After replacing the shock absorber, always follow the disposal procedure to discard the shock absorber. Refer to Disposal [REAR SHOCK ABSORBER](#).

DISASSEMBLY

- When fixing shock absorber with a vise, wrap a shop cloth around lower side of shock absorber to protect from damage. Never set the cylindrical part of shock absorber with a vise.

- When removing piston rod lock nut ①, while securing the piston rod tip ② that piston rod does not turn.

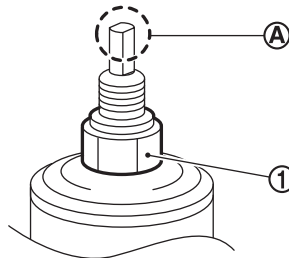


ASSEMBLY

CAUTION:

- Never damage shock absorber piston rod when removing components from shock absorber.
- When fixing shock absorber with a vise, wrap a shop cloth around lower side of shock absorber to protect from damage. Never set the cylindrical part of shock absorber with a vise.

- Secure piston rod tip ② so that piston rod does not turn, then tighten piston rod lock nut ① with specified torque.



CAUTION:

Never reuse piston rod lock nut.

INSPECTION AFTER DISASSEMBLY

Check shock absorber and bearing for deformation, cracks, and other damage.

- Piston rod for damage, uneven wear, and distortion.
- Oil leakage

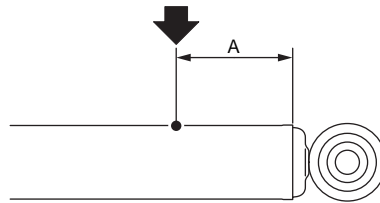
INSPECTION AFTER REMOVAL

Check rear shock absorber for deformation, crack, and damage. Replace it if necessary.

INSPECTION AFTER INSTALLATION

Check wheel alignment. Refer to [WHEEL ALIGNMENT](#).

1. Set shock absorber horizontally to the ground with the piston rod fully extracted.



CAUTION:

- Wear eye protection (safety glasses).
- Wear gloves.
- Be careful with metal chips or oil blown out by the compressed gas.



NOTE:

- Drill vertically in this direction show by arrow.
- Directly to the outer tube avoiding brackets.
- The gas is clear, colorless, odorless, and harmless.

A : 20 – 30 mm (0.79 – 1.18 in)

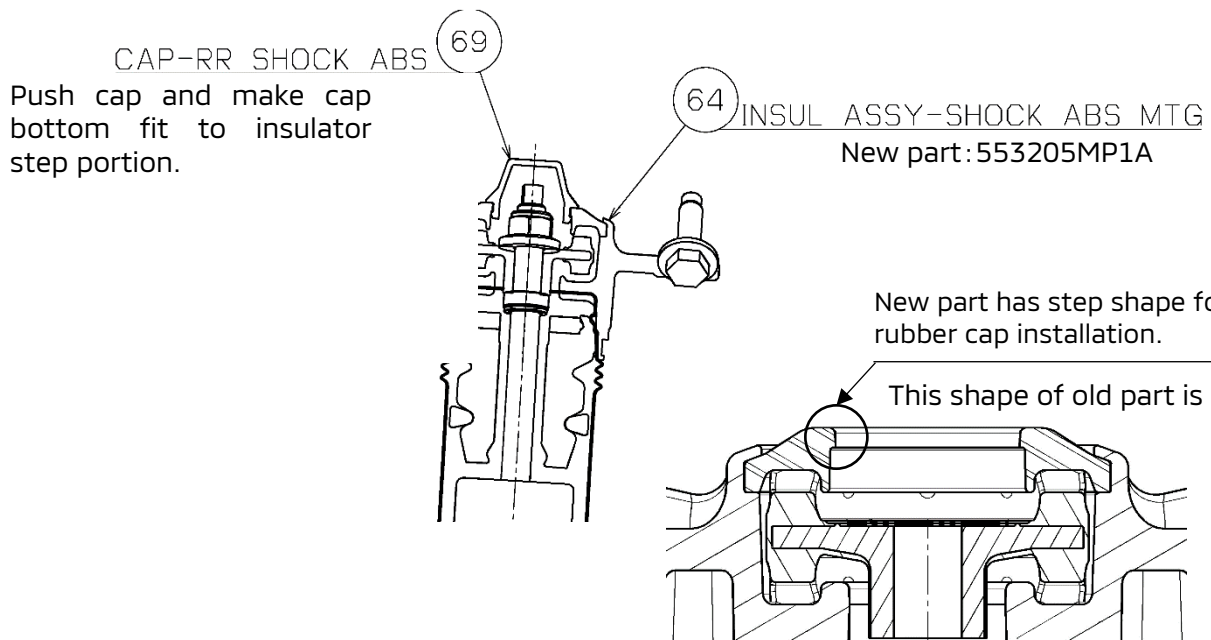
3. Position the drilled hole downward and drain oil by moving the piston rod several times.

CAUTION:

Dispose of drained oil according to the law and local regulations.

Cap Installation Guide

Additional part : 562045MP0B



NOTE:

Do not replace the parts with this combination: Old insulator with new rubber cap. Attaching the rubber cap to an old insulator causes the rubber cap to come off easily.