



# Technical Service Bulletin

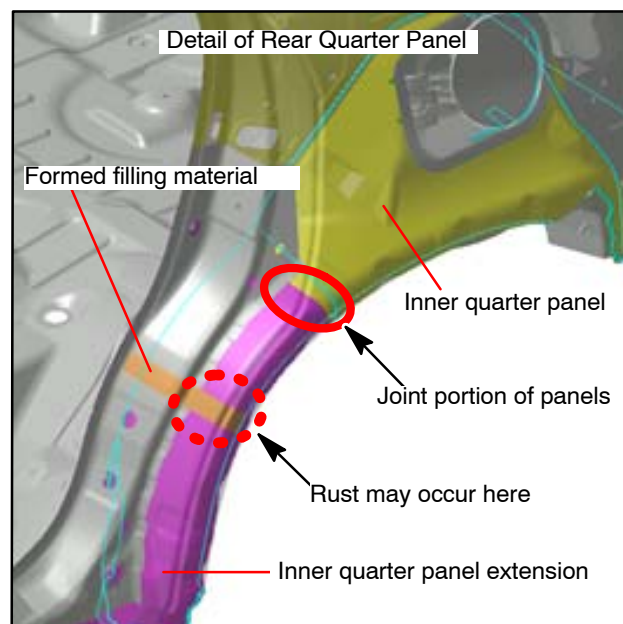
SUBJECT:		No: <b>TSB-18-42A-001</b>	
<b>RUST ON QUARTER PANEL</b>		DATE: <b>April 2018</b>	
		MODEL: <b>2011-14 Outlander Sport/RVR</b>	
CIRCULATE TO:	<input type="checkbox"/> GENERAL MANAGER	<input checked="" type="checkbox"/> PARTS MANAGER	<input checked="" type="checkbox"/> TECHNICIAN
<input checked="" 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 a condition where rust forms on the outer side panel (see example in photo below). This may be a result of water penetrating into the joint portion between the inner quarter panel and the inner quarter panel extension where sealant was incompletely applied during manufacturing. If the vehicle has been washed with high-pressure water (such as a power washer), water may intrude and remain in the formed filling material, possibly leading to rust on the outer side panel.

In case corrosion repair on the quarter panel is required, this TSB instructs dealers to apply sealant to the joint area shown below, preventing recurrence of rust.

**NOTE:** If you are using an outside body repair shop, please print out this bulletin, put it in the vehicle and inform the outside shop to use the repair procedure in it.



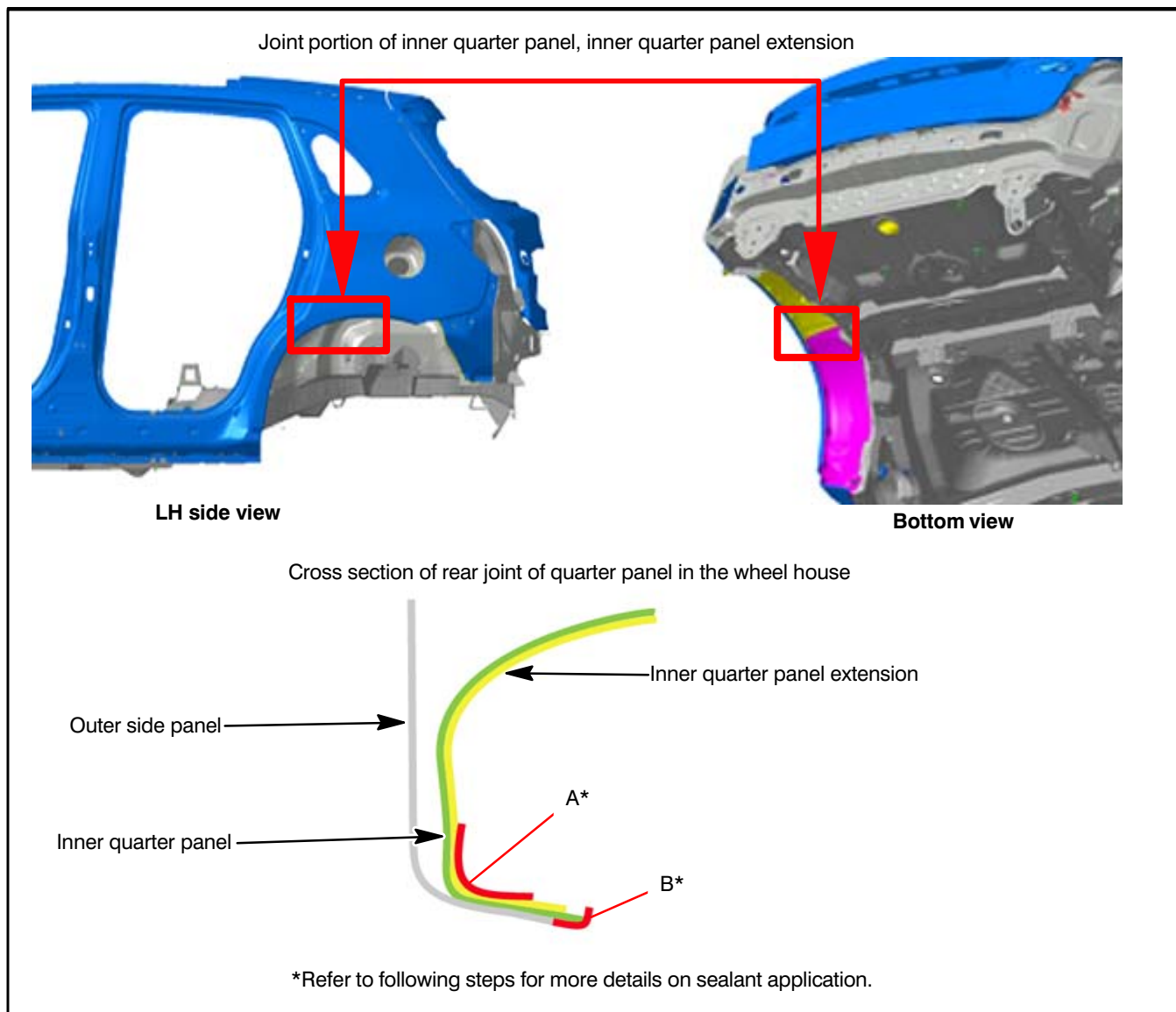
## AFFECTED VEHICLES

2011–2012 Outlander Sport/RVR (MMC production) vehicles built **before** May 29, 2013

2013–2014 Outlander Sport/RVR (MMNA production) vehicles built **before** May 31, 2013

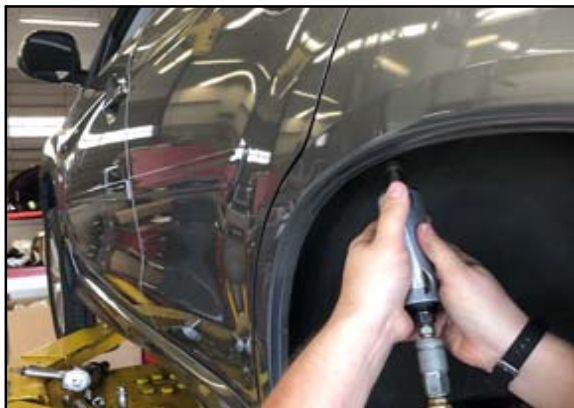
## REPAIR PROCEDURE

Rust recurrence can be avoided by applying sufficient sealant at the edge of the overlap/joint portion of the inner quarter panel to inner quarter panel extension [A] and outer side panel [B], after the panel is repaired.



1. Remove the rear wheel to gain access.
2. Take photographs of ALL rusted areas on the panels. See picture above for location of area(s) to be photographed.

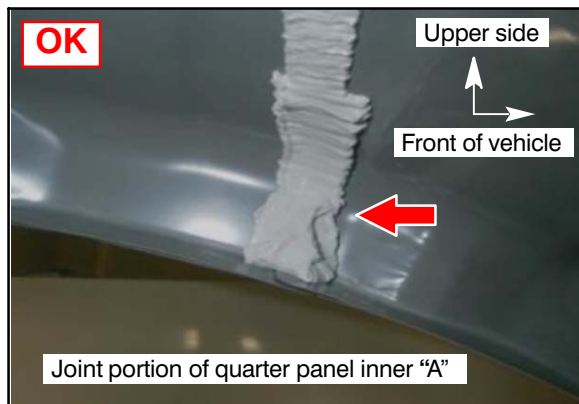
- Upload the photographs to the Photo Required Condition System (PRC). Post photos as Repair Type “Rust/Perforation Corrosion.”



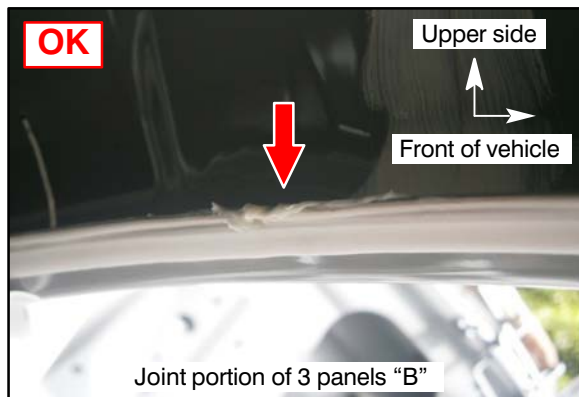
- Remove under body protection coating to be able to properly apply the sealant.



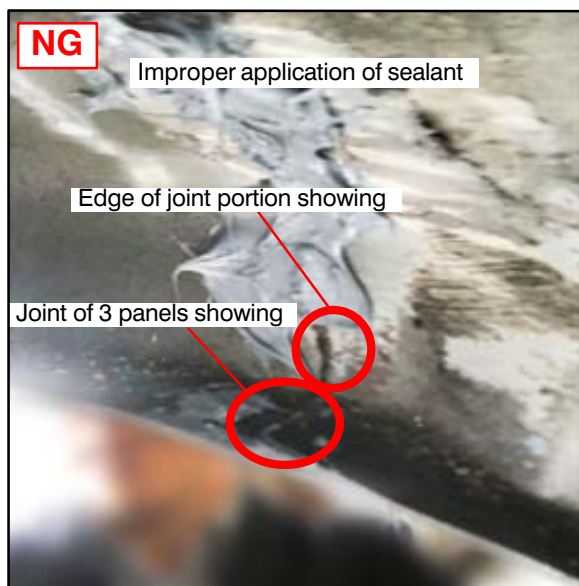
**NOTE:** The photos for steps 6 and 7 are taken from a vehicle in production for easier identification. Customer vehicles have an under body protection coating in the inner wheel arches covering the sealant.



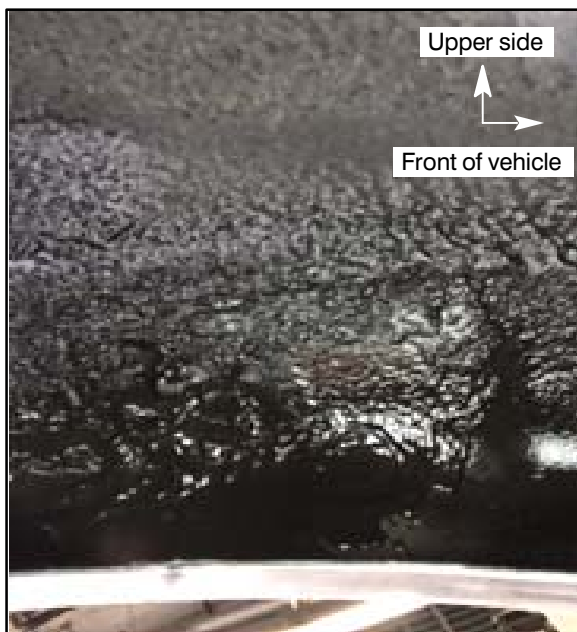
- 5. Repair all rusted areas according to the applicable Service Manual as necessary.
- 6. Apply sealant to fully cover the edge of the joint portion of the inner quarter panel, inner quarter panel extension, and outer side panel.



- 7. Apply sealant to fully cover the joint portion of the 3 panels.



- 8. Use strict inspection and control during the sealant application process to ensure full coverage of joint areas.
- NOTE:** Confirm sealant was applied correctly by using a hand mirror or equivalent.



9. After application of the sealant to close all seams, properly reapply the under body protection coating according to the applicable Body Repair Manual procedure.

## PARTS INFORMATION

Under body protection coating: as available in your market (no specific brand / specifications)

Body seam sealant: as available in your market (no specific brand / specifications)

## 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.

Description: **Quarter Panel Rust: Repair Rust and/or Apply Body Sealant**

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)	42103499	30D	580	Actual time*	2.0 hrs*	Yes
7 yrs/100,000 miles (Outer Body Panel Rust Perforation)	42103498					

\* PWA from DPSP if over 2.0 hrs.