



# Technical Service Bulletin

SUBJECT:		No: <b>TSB-19-42A-001</b>	
<b>NOISE FROM GAS SPRINGS WHEN OPENING &amp; CLOSING TAILGATE</b>		DATE: <b>March 2019</b>	
		MODEL: <b>See below</b>	
<b>CIRCULATE TO:</b>	<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 noise generating from the tailgate gas springs when opening and closing the tailgate (on vehicles with either non-electric or electric tailgates). This noise may occur when the high sliding friction of the oil seal of the tailgate gas springs causes a stick-slip condition during expansion or contraction. Starting with vehicles produced after October 3, 2018, the oil seal of the tailgate gas spring has been changed to a low friction type.

This TSB instructs dealers to replace **both** tailgate gas springs with the countermeasure parts on a customer complaint basis.

## AFFECTED VEHICLES

2016 - 2019 Outlander vehicles built **on or before** the VINs shown below.

- JA4JZ4AX0KZ015362
- JA4AZ2A32KZ604317 (Canada)
- JA4JZ4AX1KJ000741
- JA4AZ3A36KJ000743

2018 - 2019 Outlander PHEV vehicles built **on or before** the VIN shown below.

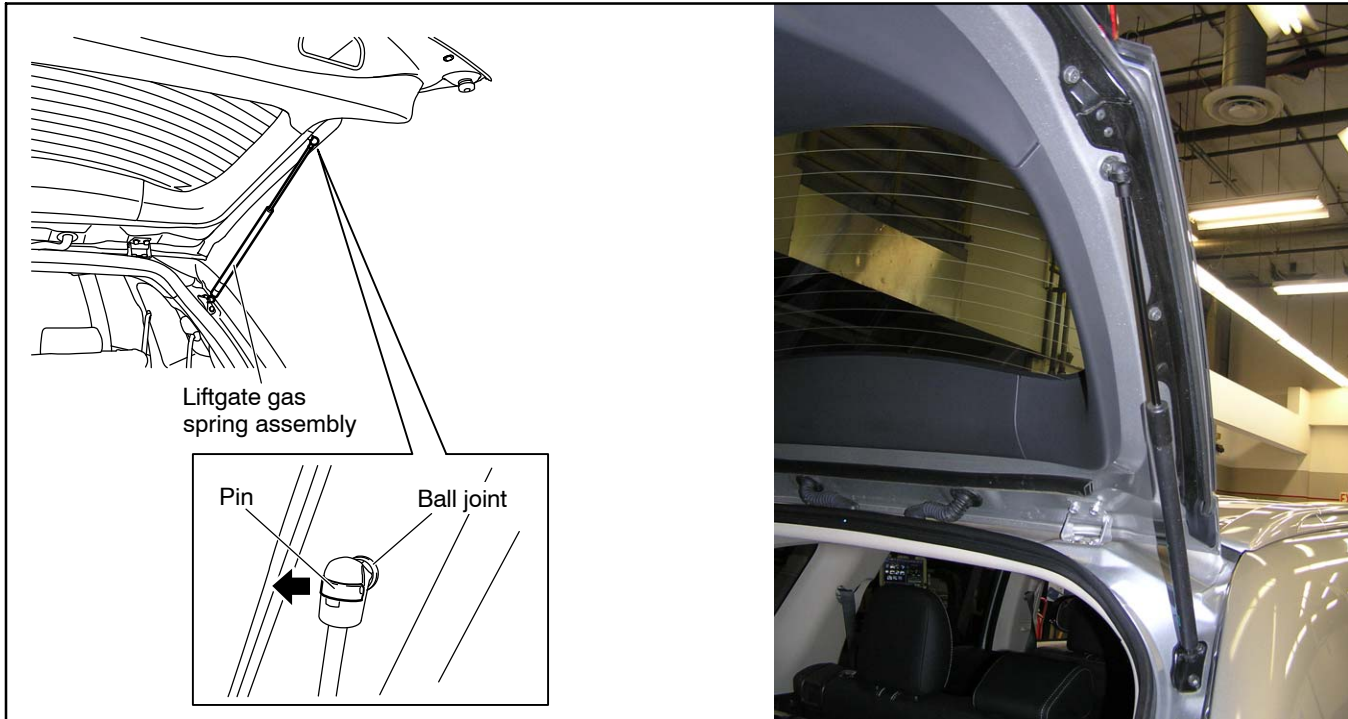
- JA4J24A51KZ011257

## REPAIR PROCEDURE

1. Remove BOTH gas springs from the tailgate.

**NOTE: Even if the noise complaint is only for one side, the gas springs for both sides must be replaced at the same time (RH side shown below for example).**

- For removal and installation instructions, refer to the applicable Service Manual, Group 42-Body -> 42A -> Liftgate -> Removal and Installation.



2. Install the **new** gas springs to both sides of the tailgate.



3. Open and close the tailgate a few times to verify there is no noise generating from the gas springs when opening and closing the tailgate.

## PARTS INFORMATION

Order only the Genuine Mitsubishi Parts listed below.

Model	Model Year	Specification	Part Name	Part Number		Qty
				Old	New	
Outlander & Outlander PHEV	2016-2019	Non-Electric Tailgate	Gas Spring, Tailgate, LH	5802A599	<b>5802A767</b>	1
			Gas Spring, Tailgate, RH	5802A600	<b>5802A768</b>	1
		Electric Tailgate	Gas Spring, Tailgate, LH	5802A601	<b>5802A769</b>	1
			Gas Spring, Tailgate, RH	5802A602	<b>5802A770</b>	1

**NOTE: For each vehicle, replace BOTH LH and RH gas springs at the same time.**

## 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
424353WB	Replacement of Both Tailgate Gas Springs	80D	170	0.4 hrs

Warranty Coverage: 5/60 Basic Coverage (Canada: 5/100,000)