



Technical Service Bulletin

SUBJECT:		No: TSB-19-42A-008	
POPPING NOISE WHEN OPENING OR CLOSING TAILGATE		DATE: September 2019	
		MODEL: 2020 Outlander Sport	
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 metal popping noise may be heard when opening or closing the tailgate on certain 2020 Outlander Sport vehicles. The noise is produced when the eye of the strut body pivots on the mounting bracket that is attached to the vehicle and hits the end cap of the bracket.

This TSB instructs dealers how to adjust the position of the brackets to reduce the popping noise.

NOTE: This is an urgent field fix that will reduce or eliminate the noise. An additional procedure is under development to further reduce the noise if necessary. Dealers will be informed as soon as it is ready.

AFFECTED VEHICLES

2020 Outlander Sport/RVR (Early production)

REPAIR PROCEDURE

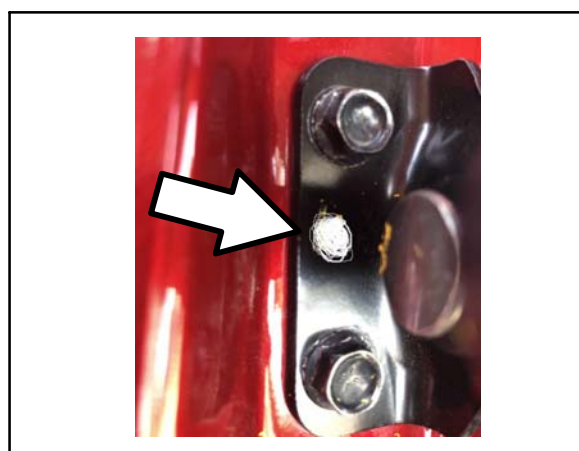


Use all tools with care to prevent scratches.



This work procedure must be performed by two technicians for the following reasons:

- One technician must hold the tailgate the entire time to keep the weight of the tailgate off the bracket, allowing it to move as freely as possible.
- A bracket may not turn sufficiently if the weight of the tailgate is being applied to the bracket.
- Having a second technician holding the tailgate will help prevent dropping the tailgate, which could result in injury.



1. **BEFORE performing this procedure**, verify that the adjustment has not already been done at the port.
 - Look for the white round grease pencil mark on both tailgate brackets, as shown.
 - If no mark is seen, proceed with the procedure below.

2. Confirm that there is a metal popping noise when opening or closing the tailgate.



3. With another technician holding the tailgate open, loosen the 2 bolts of the bracket of the LH tailgate gas spring.



4. Hold the bracket of the LH tailgate gas spring and turn it counterclockwise (in the direction of the red arrows shown in photo).

TIP: Lifting the tailgate up a bit makes it easier to turn the bracket.



5. Tighten the 2 bolts (**8 - 12 N*m**) as follows while applying force on the bracket in the direction of the arrows in step 4 above.

(1) Upper bolt - Temporary tightening

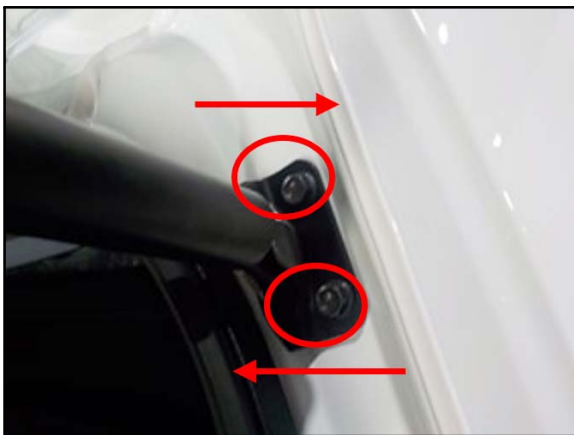
(2) Lower bolt - Final tightening

(3) Upper bolt - Final tightening

NOTE: Check the bracket's movement while tightening the bolts and make sure it doesn't move or return to the original position.



6. With the other technician holding the tailgate open, loosen 2 bolts of the bracket of the RH tailgate gas spring.



7. Hold the bracket of the RH tailgate gas spring and turn it clockwise (in the direction of the red arrows shown in photo).

TIP: Lifting the tailgate up a bit makes it easier to turn the bracket.



8. Tighten the 2 bolts (**8 - 12 N*m**) as follows while applying force on the bracket in the direction of the arrows in step 7 above.

(1) Upper bolt - Temporary tightening

(2) Lower bolt - Final tightening

(3) Upper bolt - Final tightening

NOTE: Check the bracket's movement while tightening the bolts and make sure it doesn't move or return to the original position.

9. Confirm that the popping noise condition is improved when opening and closing the tailgate.

If the noise has **NOT** improved, repeat steps 3 - 8 again.

PARTS INFORMATION

No parts are necessary for this repair.

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
42435390	Adjust Position of RH & LH Tailgate Brackets	80E	450	0.3 hrs

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