



Technical Service Bulletin

SUBJECT: POPPING NOISE WHEN OPENING OR CLOSING TAILGATE - REVISED			No: TSB-19-42A-008REV
			DATE: October 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

This bulletin supersedes TSB-19-42A-008, issued September, 2019, to give a more effective repair procedure to reduce the tailgate popping noise. Revisions are italicized and indicated by ◀.

PURPOSE

A 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 to *insert a specified washer between the eye and end cap of the bracket's pivot to reduce or eliminate the popping noise.*
- ▶ **NOTE: This procedure replaces the bracket adjustment procedure released previously. The bracket adjustment procedure should no longer be performed.**

AFFECTED VEHICLES

2020 Outlander Sport/RVR (Early production)

REPAIR PROCEDURE



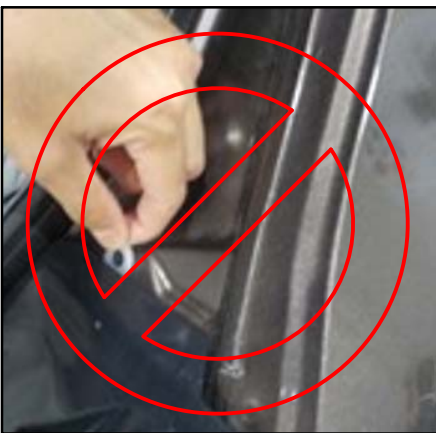
Use all tools with care to prevent scratches.



1. *Confirm that there is a popping noise when opening or closing the tailgate.*



- 2. *Before starting, keep tailgate in the open position and cover the gap above both rear combination lamps (LH and RH) with a cloth.*



This is to prevent the washer from falling into the gap between the body and the lamps.



- 3. *Using a wire cutters or similar tool, cut through one side of the washer as shown.*





4. Using your hands, spread the washer open at the slit, as shown.

5. Keeping the washer spread open, insert the lower part of the washer between the eye and the end cap of the bracket's pivot, as shown below.

Starting with the lower end, keep inserting the washer, pushing and rotating it as shown by the arrows, until it is fully inserted between the eye and the end cap.



Washer Fully Inserted



6. Confirm that the washer is completely inserted and that the popping noise is gone when opening and closing the tailgate.

PARTS INFORMATION

<i>Description</i>	<i>Part Number</i>	<i>Quantity</i>
<i>Washer</i>	<i>MA154458</i>	<i>2 (per vehicle)</i>

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
424353YK	<i>Insert Washers Into Both RH & LH Tailgate Brackets (1 each)</i>	80E	450	<i>0.2 hrs</i>

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