



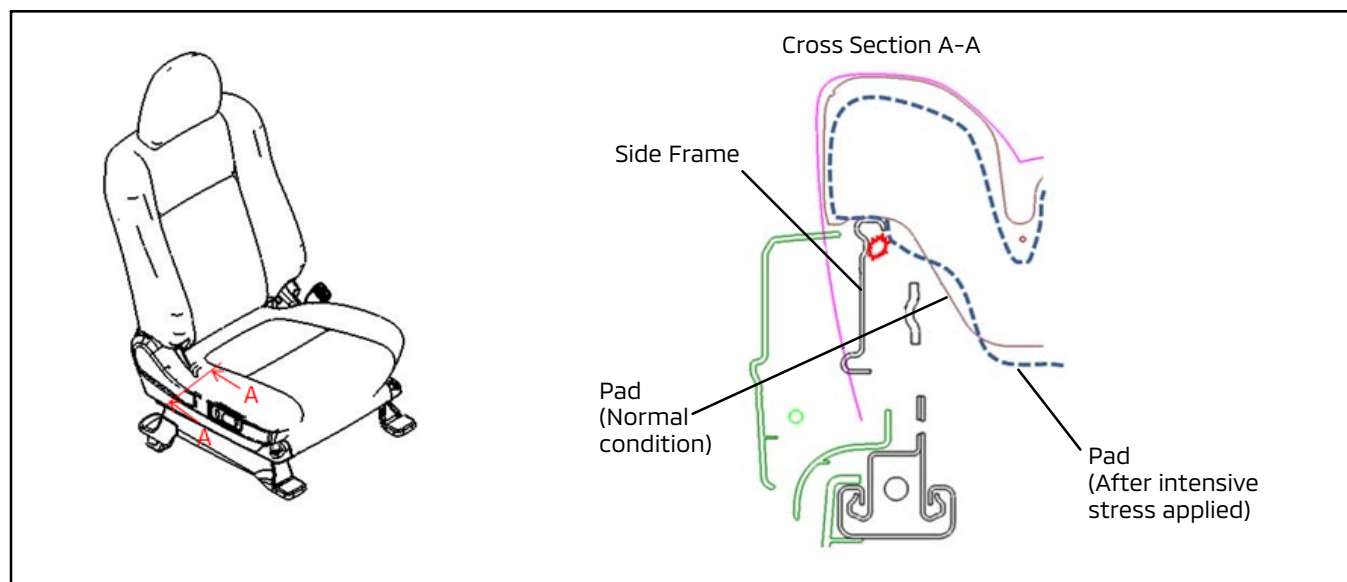
Technical Service Bulletin

SUBJECT:		No: TSB-19-52A-006	
DAMAGED FRONT SEAT CUSHION PAD		DATE: December 2019	
		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

PURPOSE

Due to stress applied intensively onto the left and right rear end portion of the seat cushion by a passenger, the cushion may sink down and rub against the edges of the metal seat frame. This in turn may cause the damaged urethane material to turn to powder and fall on the floor carpet.

This TSB provides a repair procedure to replace the damaged seat cushion pad, and apply tape on the frame to help prevent future damage

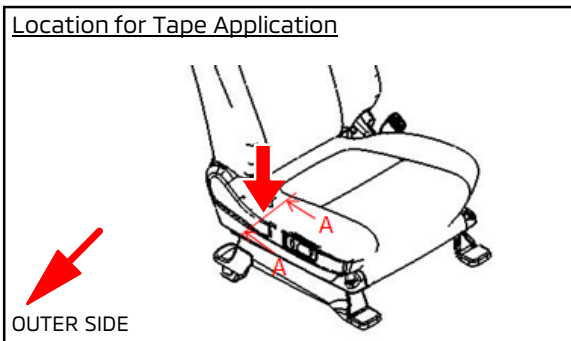


AFFECTED VEHICLES

- 2014 - 2019 Outlander
- 2018 - 2019 Outlander PHEV
- 2011 - 2019 Outlander Sport/RVR

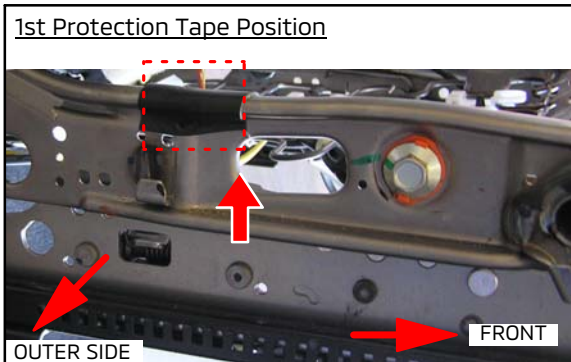
REPAIR PROCEDURE

1. Follow instructions in the applicable Service Manual to properly remove the seat cushion.
For instructions, refer to the applicable Service Manual, Group 52A - Interior / Seat Assembly / Front Seat Assembly / Removal and Installation and Disassembly and Reassembly.
2. With a clean shop towel, clean the surface of the seat frame.



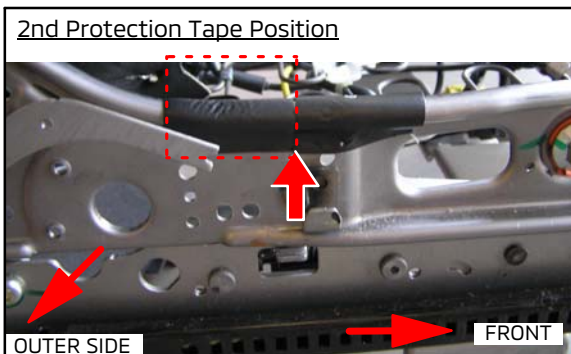
3. From the Service Kit Tape Assembly (p/n 6911B863), attach the two pieces of protection tape (50 mm x 50 mm) to the outer edge of the seat frame, toward the rear, in the location shown at left, as detailed below.

NOTE: RH front seat shown.



- a. Attach the first piece of protection tape to the seat frame, lining up the front edge of tape with the back edge of the elongated hole, as shown in photo.

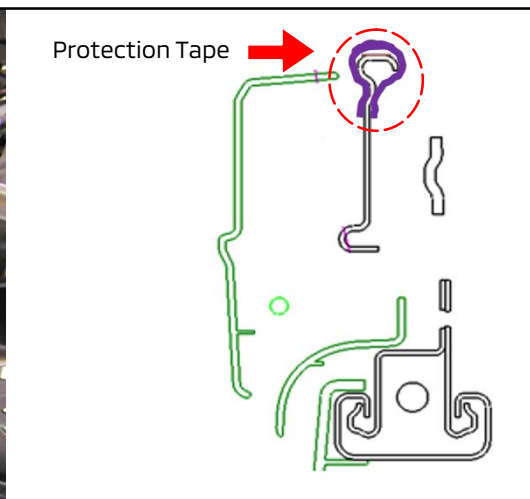
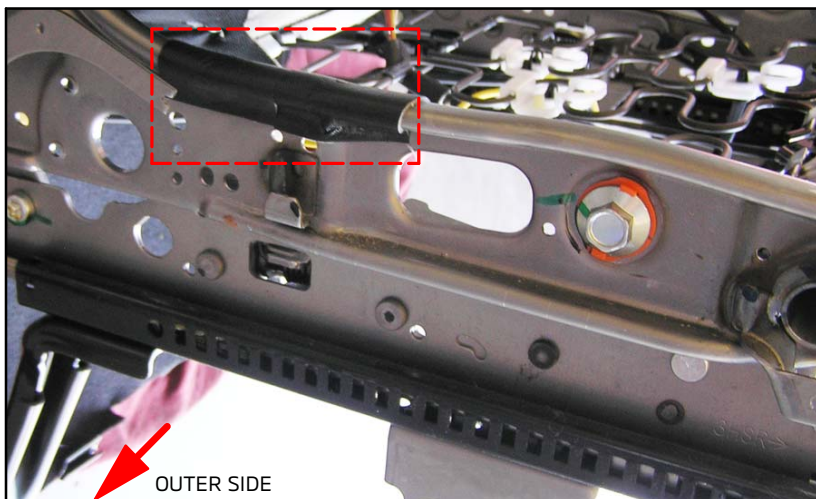
NOTE: RH front seat shown.



- b. Attach the second piece of protection tape directly behind the first piece of tape, as shown in photo.

NOTE: Do NOT overlap the 2 pieces of tape.

4. Confirm that the sheet metal edge in this location is totally covered by the protection tape, as shown.



5. Replace the damaged seat cushion pad with a new part and new hog rings.
6. Reassemble all other removed parts.

PARTS INFORMATION

Outlander and Outlander PHEV:

Part Name	Part Number	Quantity	Comments
Pad Assembly, Front Seat Cushion	*	1	See ASA CAPS
Tape Assembly, Service Kit	6911B863	1	2 Pieces per Kit
Hog Ring	MA167873	16	Non Reusable (16 per Seat)

Outlander Sport/RVR:

Part Name	Part Number	Quantity	Comments
Pad Assembly, Front Seat Cushion	*	1	See ASA CAPS
Tape Assembly, Service Kit	6911B863	1	2 Pieces per Kit
Hog Ring	MA167873	17	Non Reusable (17 per Seat)

* Refer to part number in ASA CAPS for each vehicle.

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.

Outlander and Outlander PHEV:

Labor Operation Code	Operation	Nature Code	Cause Code	Time Allowance	
521123VK	Replace Front Seat Cushion Pad, with Service Kit Tape Assembly, & Hog Rings	58D	100	Driver Side	1.4 hrs
521223VK				Passenger Side	
521123VL				Driver & Passenger Side	2.4 hrs

Outlander Sport/RVR:

Labor Operation Code	Operation	Nature Code	Cause Code	Time Allowance	
521123VK	Replace Front Seat Cushion Pad, with Service Kit Tape Assembly, & Hog Rings	58D	100	Driver Side	1.3 hrs
521223VK				Passenger Side	
521123VL				Driver & Passenger Side	2.3 hrs

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