



# Technical Service Bulletin

SUBJECT: <b>RATTLE OR TICKING NOISE FROM GLOVE BOX</b>		No: <b>TSB-12-52A-003</b>
		DATE: <b>November, 2012</b>
		MODEL: <b>2013 Outlander Sport/RVR</b>
CIRCULATE TO:	<input type="checkbox"/> GENERAL MANAGER	<input checked="" type="checkbox"/> PARTS MANAGER
<input checked="" type="checkbox"/> SERVICE ADVISOR	<input checked="" type="checkbox"/> SERVICE MANAGER	<input checked="" type="checkbox"/> TECHNICIAN
	<input type="checkbox"/> WARRANTY PROCESSOR	<input type="checkbox"/> SALES MANAGER

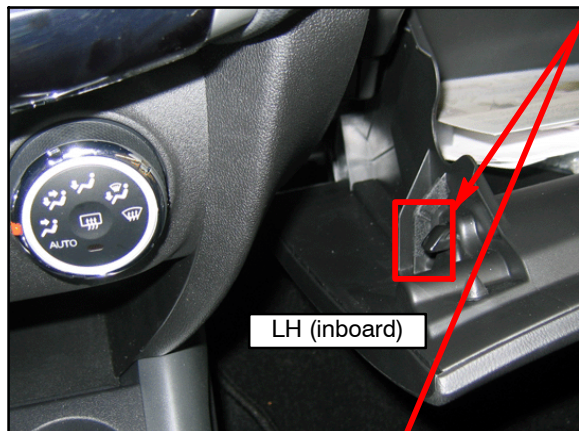
## PURPOSE

Customers of affected vehicles may report a rattle or ticking noise from the glove box area when travelling over railroad tracks, highway lane markers ("Botts dots") or rough road surfaces. This may be caused by contact between the glovebox and the dash. This TSB instructs technicians to remove the existing glovebox felt insulating strips and add a new felt strip in a different location to suppress the noise.

## AFFECTED VEHICLES

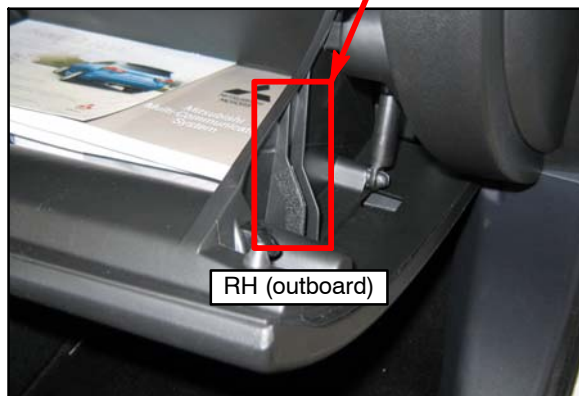
2013 Outlander Sport/RVR built prior to September 4, 2012

## REPAIR PROCEDURE



1. Remove existing felt strips from the indicated areas and discard them.

**NOTE:** These felt strips will not be replaced.

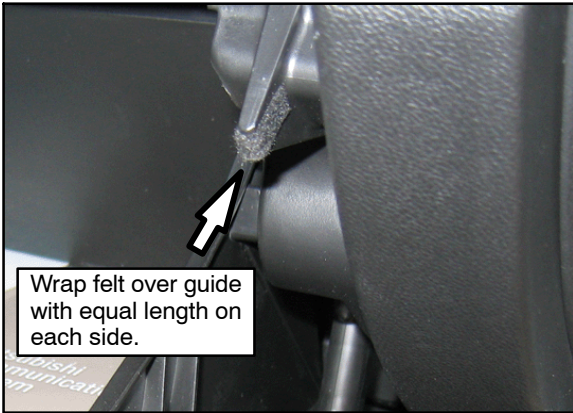


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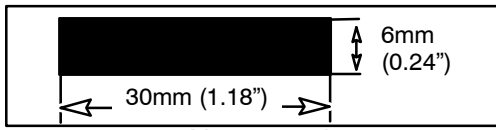
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2. Cut a 6mm x 30mm felt strip from the 1mm thick sheet of non-woven felt provided in the Noise Suppression Service Kit (p/n MB991752). Place it over the guide at the RH side of the glove box opening as shown in the photo. Press the felt against the guide to ensure proper adhesion.
3. Test drive the vehicle on a rough road to confirm the noise is no longer present.



## PARTS INFORMATION

Use only the following Genuine Mitsubishi parts:



MB991752: Service Kit – Noise Suppression

**One kit will be automatically shipped to each dealer with stock orders beginning November 13, 2012.**

Cut one 30mm x 6mm strip of 1mm thick non-woven felt per 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.

### 2013 Outlander Sport Glove Box Noise Correction

Nature Code: 81L

Cause Code: 450

Labor Operation No.: 523131 95

Time Allowance: 0.2 hr.

Parts:	Part No.	Qty.	Cost Allowance
	FELTKIT	1	\$3.60

Warranty Coverage: Basic Coverage. Refer to the *Superscreen* for basic coverage terms applicable to each vehicle.