



Technical Service Bulletin

SUBJECT:		No: TSB-20-51-002	
Roof Rack Center Cover		DATE: July 2020	
		MODEL: 2018-2019 Eclipse Cross	
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 customer may report a condition in vehicles equipped with a roof rack cover and roof rack; where the rearward roof rack center cover will loosen and possibly fall off. The cover and roof rack clip do not properly fit due to the contour of the vehicle and roof rack. The integrity of the roof rack itself is not at risk.

This TSB instructs dealers to slant and change the form of the bottom rearward roof rack spacer in order to absorb the difference in contours.

AFFECTED VEHICLES

2018 - 2019 Eclipse Cross vehicles equipped with a roof rack.

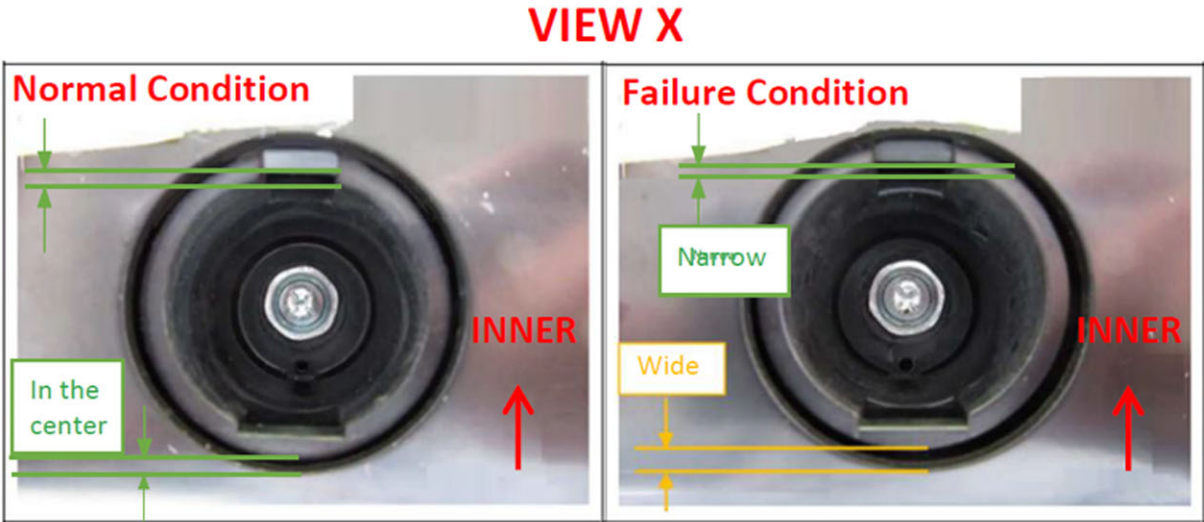
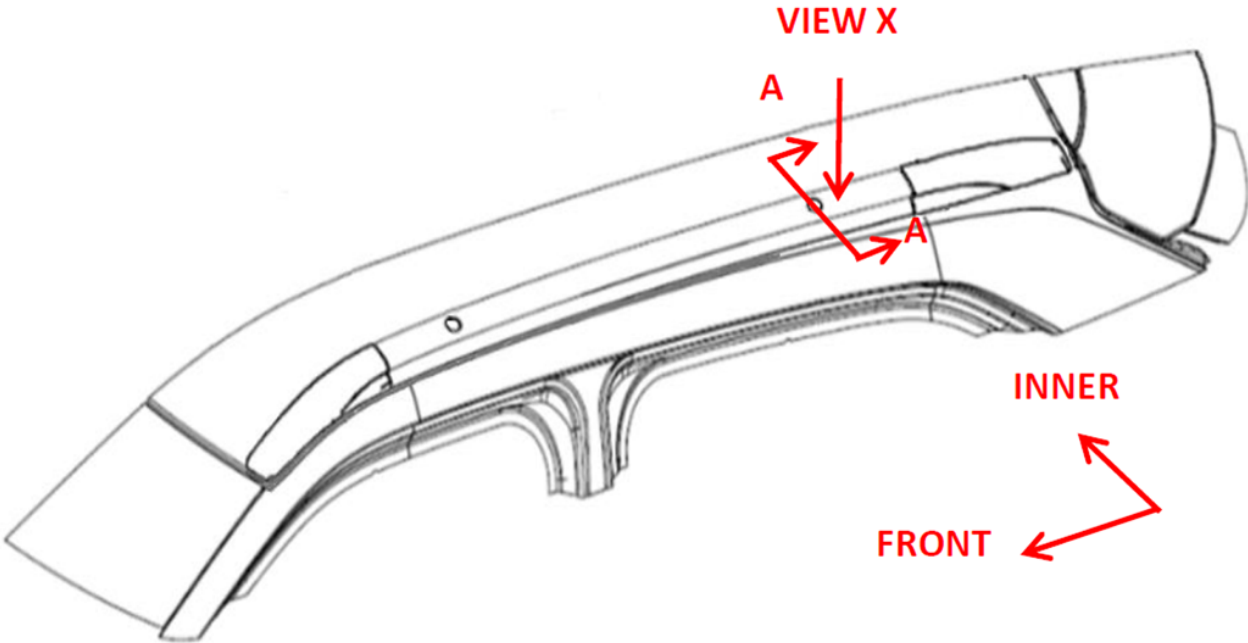
1. Summary:

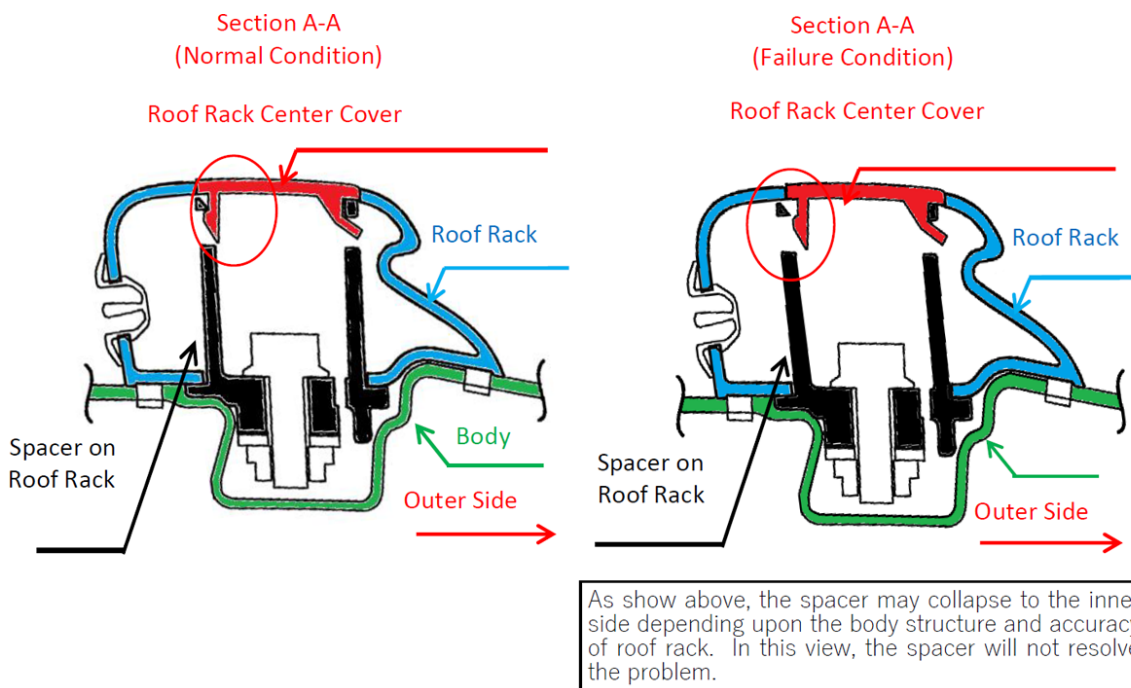
There is a possibility that the roof rack center cover will fall off of the vehicle due to the body structure of the vehicle and roof rack. The integrity of the roof rack itself is not at risk.

Please remove the roof rack, modify the spacer and re-install the roof rack according to the procedure below.

For removal and re-installation of the roof rack, please follow the Service Manual (Workshop Manual).

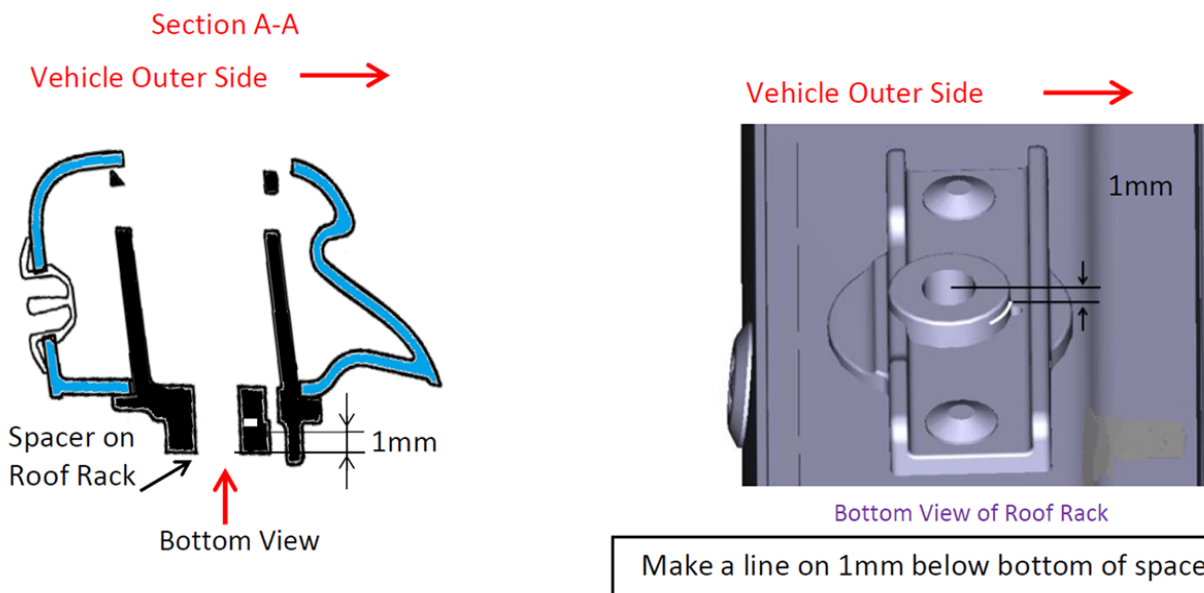
2. Failure Condition:



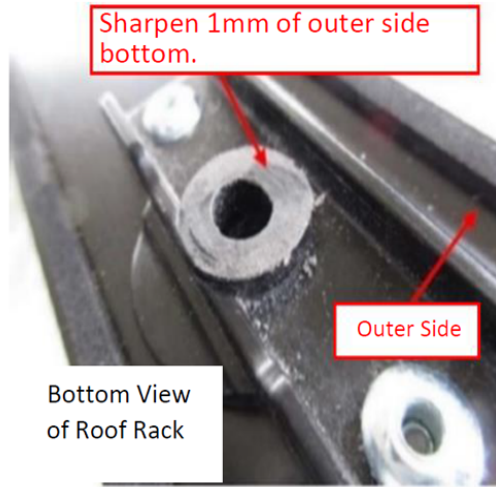
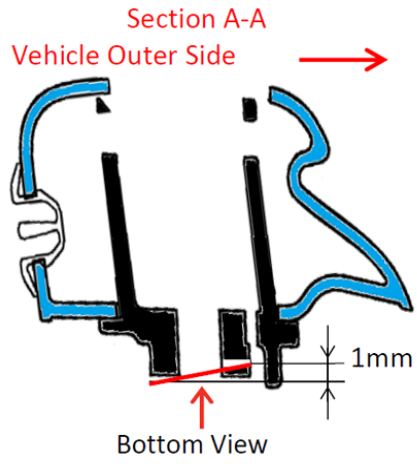


3. REPAIR PROCEDURE:

A. Remove roof rack and make a line 1 mm below the bottom of the spacer base (outer side).

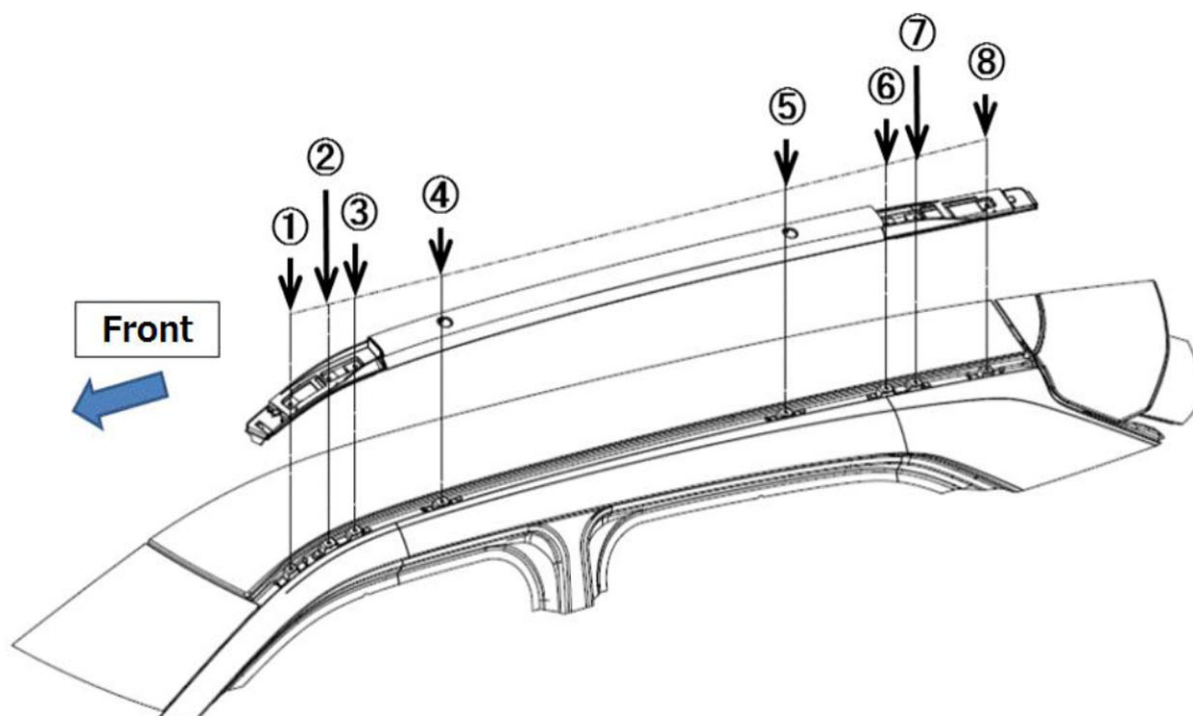


B. Sharpen the bottom of spacer with sandpaper referring to the line which you made in the previous step (A).



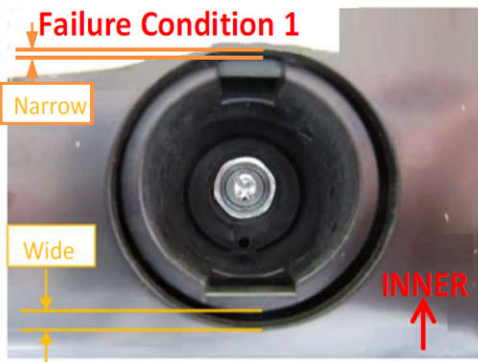
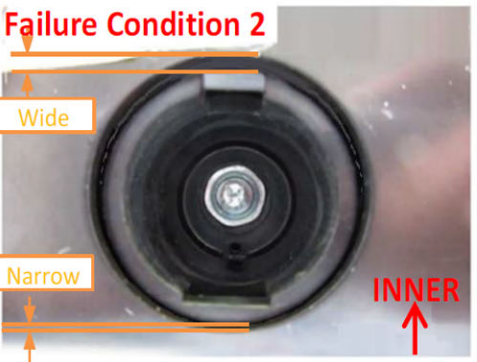
Sharpen bottom of spacer diagonally
(sharpening amounts: inner = 0 mm - outer = 1mm)

C. Re-install roof rack following the tightening procedure diagram and table listed below.



1. Set the roof rack on vehicle
2. Temporarily tighten bolt ③
3. Temporarily tighten bolt ⑤
4. Temporarily tighten bolt ④
5. Finally tighten bolt ⑤ with torque wrench [8 - 12 Nm] *Do not use electric tools
6. Finally tighten the bolt ⑥ with torque wrench [8 - 12 Nm] *Do not use electric tools
7. Finally tighten ①~③、⑥~⑧ bolts *You may use electric tools
8. Confirm the torque [8 - 12 Nm] for ①~③、⑥~⑧ bolts with torque wrench
Please follow workshop manual with the exception of the process above

D. Confirm if the roof rack is loose or drooping. If the roof rack is loose or drooping, check the spacer position and proceed with the procedures listed in the table below.

<p>Spacer position</p>	 <p>Failure Condition 1</p> <p>Narrow</p> <p>Wide</p> <p>INNER</p>	 <p>Failure Condition 2</p> <p>Wide</p> <p>Narrow</p> <p>INNER</p>
<p>Cause</p>	<p>Not enough sharpening</p>	<p>Too much sharpening</p>
<p>Procedure</p>	<p>Sharpen 1mm</p>	<p>Replace countermeasure roof rack (refer to parts information)</p>

PARTS INFORMATION

Please order Genuine Mitsubishi Parts in accordance of the following table.

Model	MY	Model Codes	Part Name	Part # (before countermeasure)	Part # (after countermeasure)	Remarks
Eclipse Cross	2018 - 2019	GK0W	Roof Rack	7661A309 (LH) 7661A310 (RH)	7661A567 (LH) 7661A568 (RH)	Order new part if repair does not fix issue
			Roof Rack Center Cover	7661A154		Order new part if missing

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	Model Code	Time Allowance
517043 XS	Repair one side	GK0W	0.6 hrs
517043 XT	Repair both sides	GK0W	0.9 hrs
517043 YC	Replace one side	GK0W	0.3 hrs
517043 YD	Replace both sides	GK0W	0.4 hrs
517043 99	Miscellaneous expense	GK0W	--

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