



Technical Service Bulletin

SUBJECT:		No: TSB-23-42A-004	
LIFTGATE SPRING OPENING FORCE		DATE: September 2023	
		MODEL: 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

The opening force of the liftgate gas springs may be higher than customer expectation. The force has been reduced in the gas springs for the liftgate on vehicles produced after November 4, 2022.

On a customer complaint basis, replace **both** sides of the liftgate gas springs with countermeasure parts.

AFFECTED VEHICLES

Certain 2022-2023 Eclipse Cross (produced prior to cut-off VIN JA4ATVAA6PZ60635)

AFFECTED SERVICE MANUAL

- 2022 and 2023 Eclipse Cross Service Manual, Group 42 - Body

PROCEDURE

Please refer to the affected Service Manual, Group 42 - Body - Liftgate - Removal and Installation as needed.

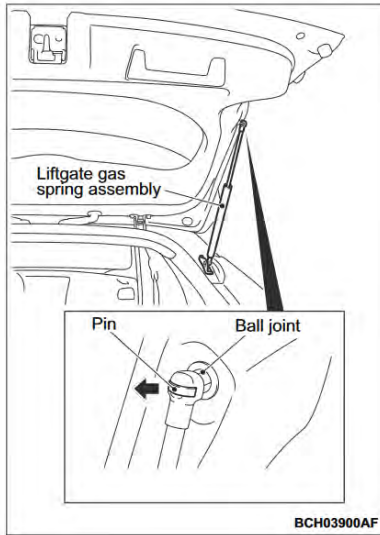
1. Support the liftgate assembly to prevent the liftgate from falling after the liftgate gas springs assembly is removed.



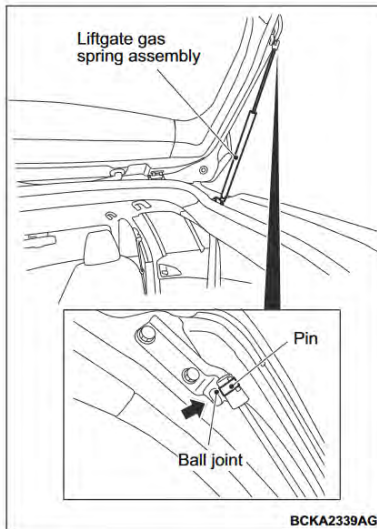
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- Slide the pin and remove the liftgate gas spring assembly from the ball joint in the direction of the arrow. **Please note:** it is not necessary to remove the upper striker plate.

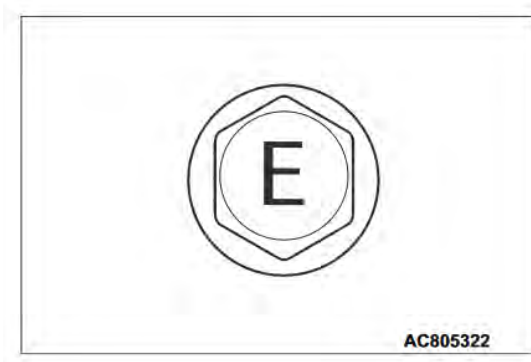


- Install the new liftgate gas spring assembly. Connect the liftgate gas spring and the ball joint in the direction of the arrow.



- Push the pin to lock the liftgate gas spring and ball joint.

5. Check for the bolt head marked with "E" and install. Ensure remaining bolts are properly tightened before testing liftgate operation.



PARTS INFORMATION

Model	Part Name	Part No.		Quantity
		<New>	<Old>	
ECLIPSE CROSS	STAY ASSY-TAIL GATE, RH	90460W060P	5802A756	1
	STAY ASSY-TAIL GATE, LH	90461W060P	5802A755	1

WARRANTY

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 information below.

Operation Code	Operation	Quantity	Work Time
424353JD	Replace tailgate gas springs (left and right)	1	0.3H