



Technical Service Bulletin

SUBJECT: REAR SHOCK ABSORBER NOISE HEARD WHEN DRIVING OVER BUMPS			No: TSB-24-34-002
			DATE: March 2024
			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

This TSB provides instructions on how to remedy noise heard when the vehicle is driven over bumps.

BACKGROUND

The following situations may cause noise to be heard from from the rear wheel house:

- Rear wheel house inner panel brace bolt tightening is inadequate and causes friction between the rear wheel inner panel brace and the rear wheel house inner panel when driving over bumps
- Force applied on the rear suspension insulator may cause the housing area to tighten and become deformed, creating noise when driving over bumps
- Foreign object(s) may lodge in the upper side of the rear shock absorber insulator, touching the insular and nut which results in noise being heard when driving over bumps

AFFECTED VEHICLES

2022-2024 Outlander (Refer to Work Procedure chart below for Cut-off VIN information)

2023-2024 Outlander Plug-in Hybrid (Refer to Work Procedure chart below for Cut-off VIN information)

PLEASE NOTE: The work procedure 1 (retightening inner panel brace) is applied to vehicles built prior to cut-off VIN chart below. If you have a situation where a vehicle concern mirrors this TSB but is outside of the VIN range, contact Techline for further assistance.

WORK PROCEDURE

On a customer complaint basis, follow the flow chart and perform necessary repairs based on production dates. Reference the applicable Service Manual as needed.

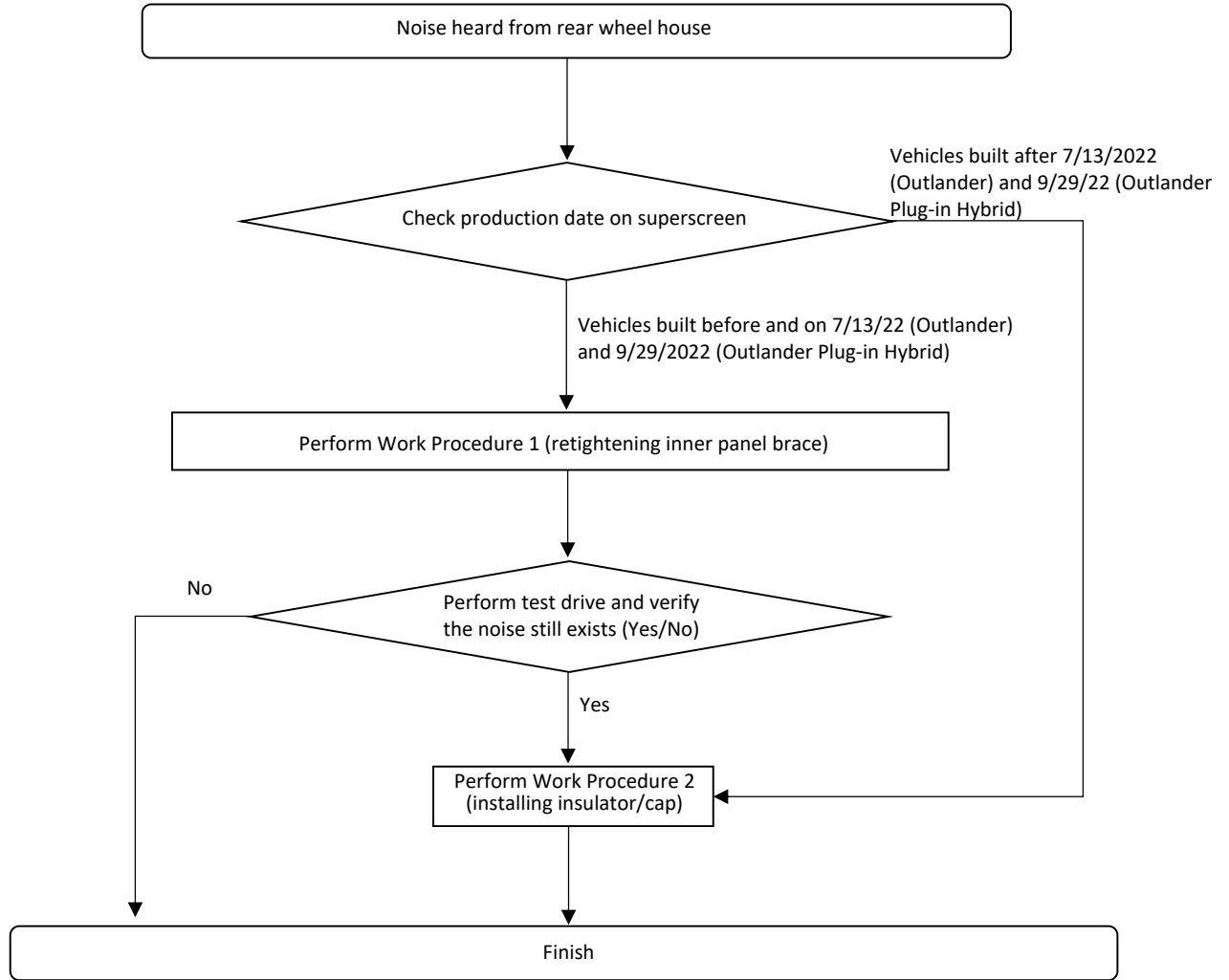
MODEL / START OF PRODUCTION DATE / VIN	
OUTLANDER	OUTLANDER PLUG-IN HYBRID
7/13/22 (JA4J3UA83NZ084299)	9/29/22 (JA4T5TA95PZ010245)



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FLOW CHART



MODEL	START OF PRODUCTION DATE/VIN
OUTLANDER	7/13/2022 - JA4J3UA83NZ084299
OUTLANDER PLUG-IN HYBRID	9/20/2022 - JA4T5TA95PZ010245

WORK PROCEDURE 1:

1. For access to the rear wheel house inner panel brace please refer to the applicable Service Manuals:

Outlander

Rear wheelhouse inner panel brace removal steps: VOLUME 3, INTERIOR, LUGGAGE TRIM, REMOVAL AND INSTALLATION

Outlander Plug-in Hybrid

Rear wheelhouse inner panel brace removal steps: VOLUME 2, INTERIOR, REMOVAL & INSTALLATION, LUGGAGE TRIM, REMOVAL AND INSTALLATION LOOSE PANEL

2. Check the tightening torque of all 12 bolts on each side that secure the rear wheel house inner panel brace. If more than one bolt is found loose, loosen all remaining bolts (12 bolts in total). **Note:** not all bolts are exposed.
3. Push the rear wheelhouse inner panel brace in the direction of the fastening surface of bolt "2" and bolt "3" until gap A described in SECT A-A is contacted, eliminate the gap between the rear wheelhouse inner panel brace and the rear wheelhouse inner panel by applying pressure (as shown in the image below) and tighten bolts "2" and "3" with the specified torque (25 ± 3 N-m)



WORK PROCEDURE 1 (continued)

Front side →

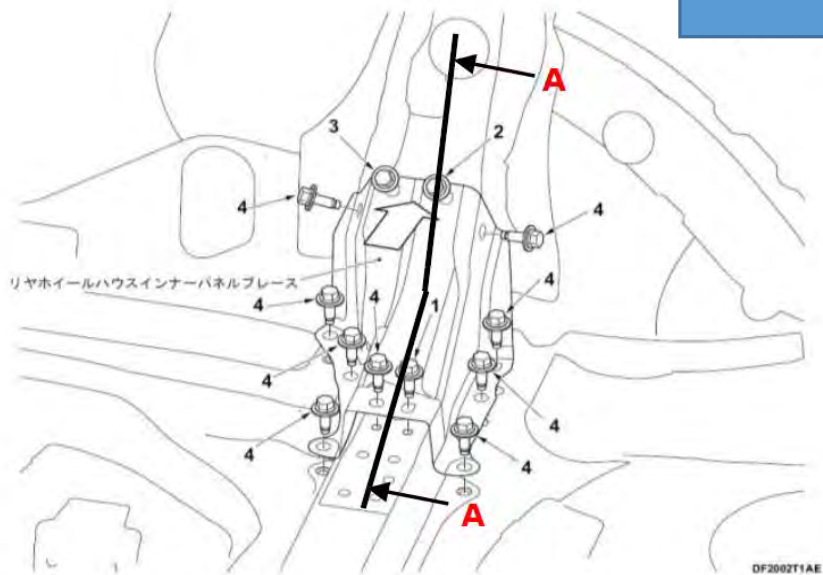
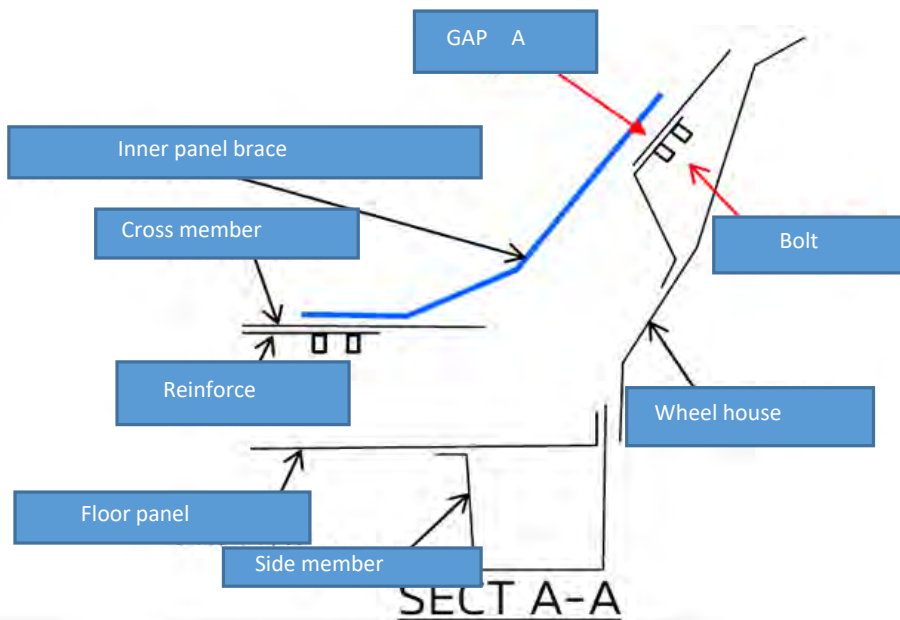


Image view: Rear wheel inner panel(LH)



View from back of vehicle



View from drivers side



View from drivers side

WORK PROCEDURE 2:

1. Replace the insulator with a new insulator and install the cap on each (LH/RH sides).

Note: Make sure the cap is properly attached and tightly sealed all the way around.

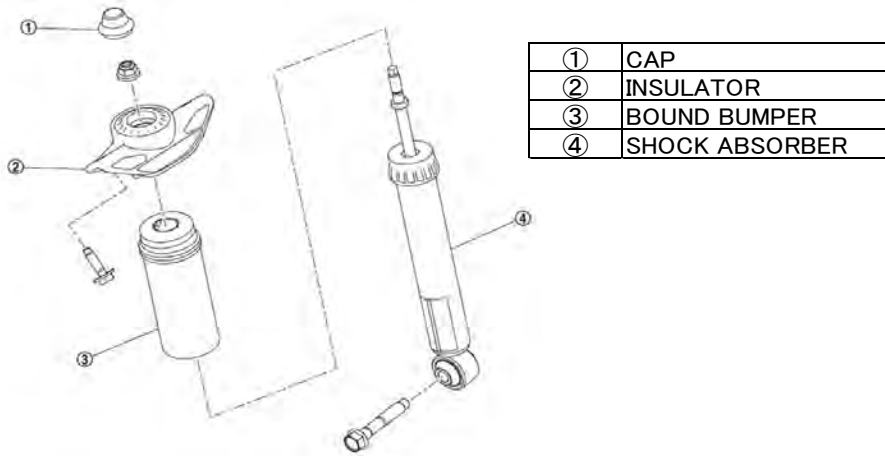
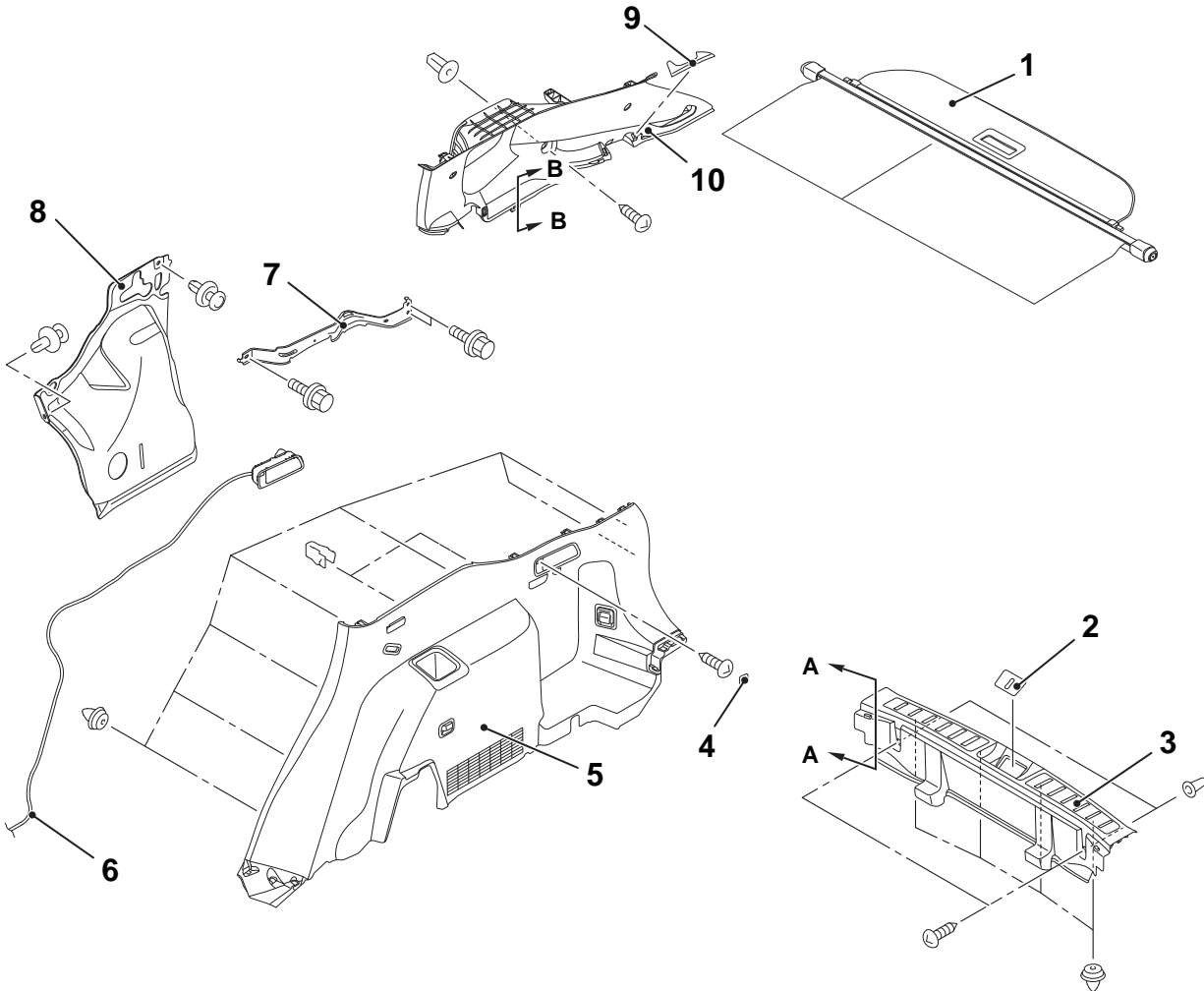


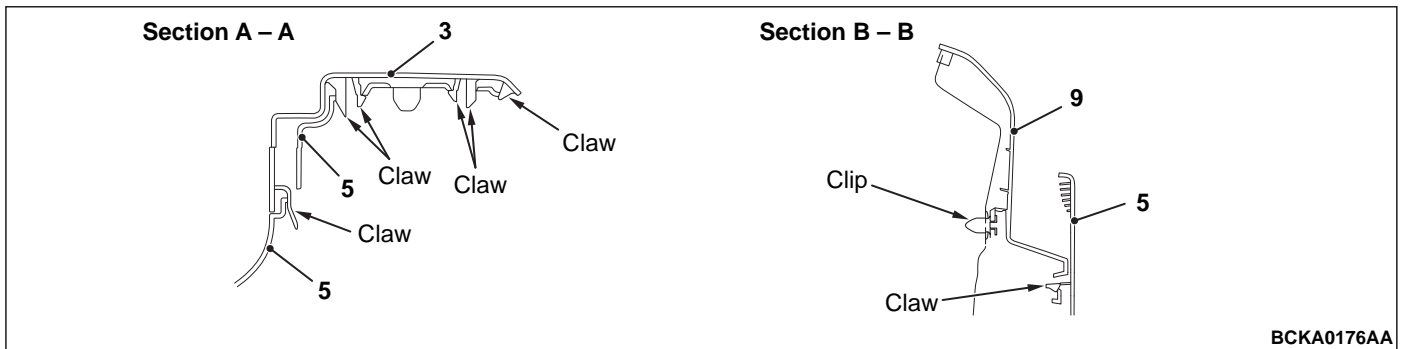
Image view: Cap, Insulator appearance

LUGGAGE TRIM

REMOVAL AND INSTALLATION



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BCKA0176AA

Removal steps	
	1. Tonneau cover assembly
	2. Luggage rear plate mask
<<A>>	3. Luggage rear plate
	• Rear kicking plate (Refer to REMOVAL AND INSTALLATION).
	• Liftgate opening weatherstrip (Refer to REMOVAL AND INSTALLATION <Vehicles without power liftgate> or REMOVAL AND INSTALLATION <Vehicles with power liftgate>).
	4. Rear seatback release lever cap

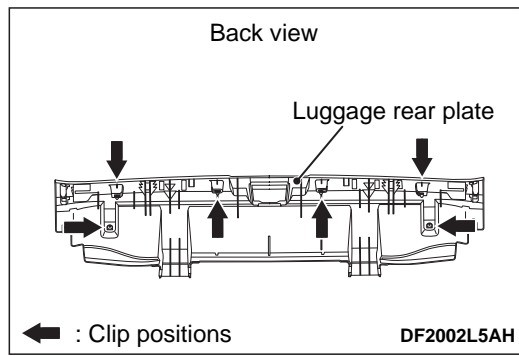
		Removal steps
<>	5.	Luggage side lower finisher assembly
	6.	Seatback remote release lever cable connection
	7.	Luggage side lower finisher bracket
	8.	Rear wheelhouse silencer
	9.	Luggage side upper finisher cap
	•	Outer seat belt <THIRD SEAT BELT>(Refer to Removal and Installation).
	•	Seat belt with pre-tensioner (Refer to Removal and Installation).
<<C>>	10	Luggage side upper finisher

Required Special Tool:

- MB990784: Ornament Remover

REMOVAL SERVICE POINTS

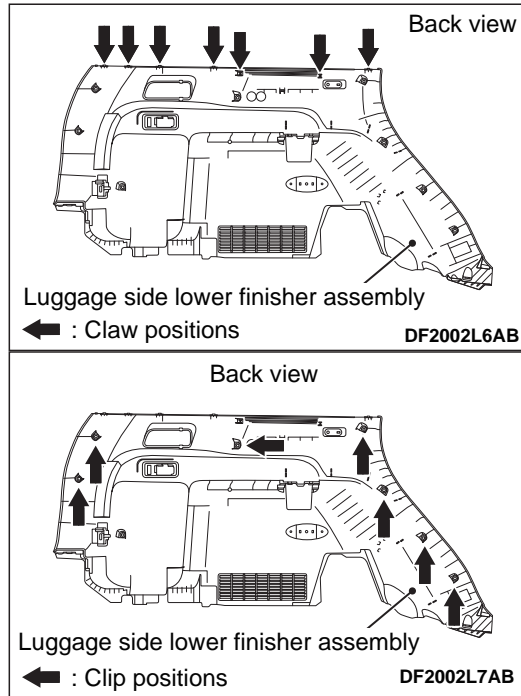
<<A>> LUGGAGE REAR PLATE REMOVAL



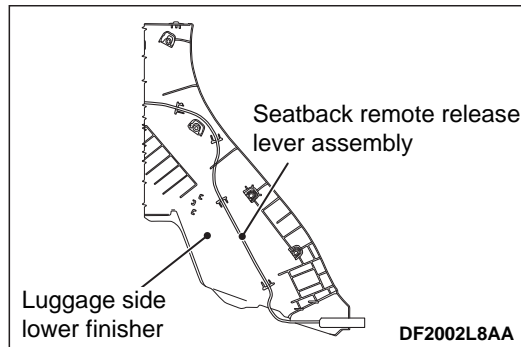
Remove the clips shown in the figure using ornament remover (Special tool: MB990784).

<> LUGGAGE SIDE LOWER FINISHER ASSEMBLY REMOVAL

1. Disengage the seat lever control cable assembly and the luggage side lower finisher assembly.

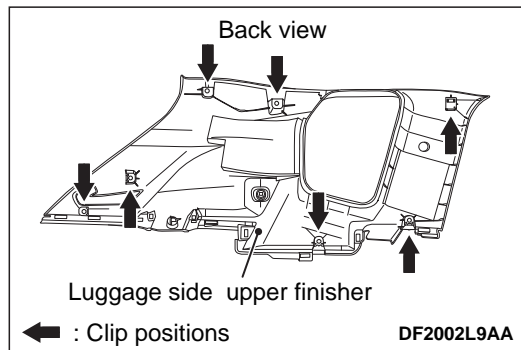


2. Remove the clips and release the claws shown in the figure using ornament remover (Special tool: MB990784).



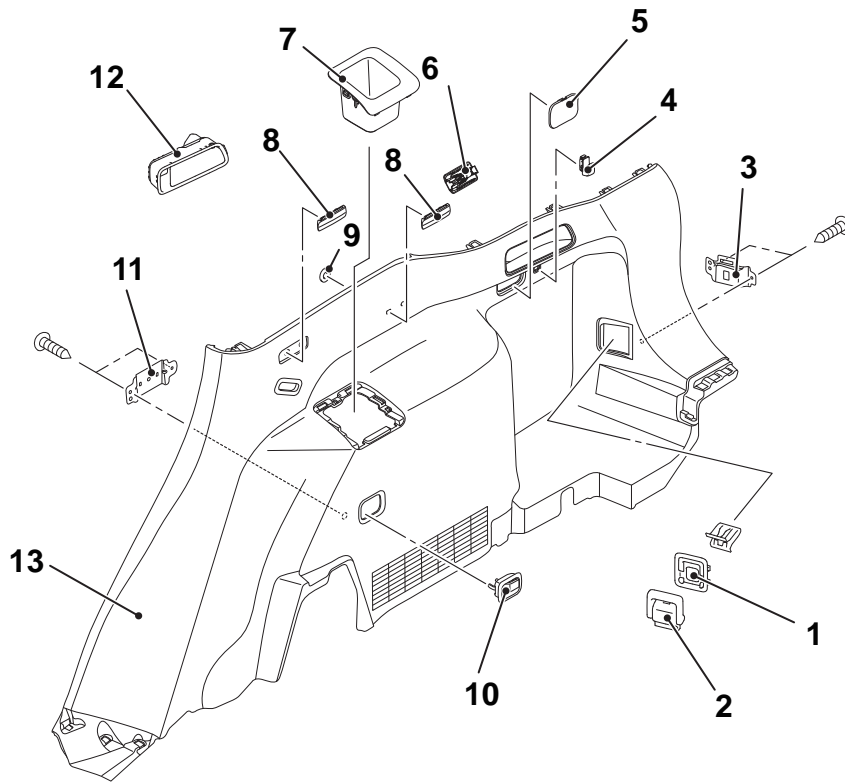
3. Leave the seatback remote release lever cable assembly on the second seat assembly side and remove the luggage side lower finisher assembly.

<<C>> LUGGAGE SIDE UPPER FINISHER REMOVAL



Remove the clips shown in the figure using ornament remover (Special tool: MB990784).

DISASSEMBLY AND REASSEMBLY



DF2002LAAA

	Removal steps
1.	Luggage side lower finisher garnish
2.	Luggage hook
3.	Luggage side lower finisher lower bracket
4.	Luggage hook
5.	Luggage side lower finisher lid (RH side only)
6.	Luggage room light assembly (LH side only)
7.	Luggage side lower finisher pocket
8.	Rear seat belt clip
9.	Washer
10.	Luggage hook
11.	Luggage hook bracket
12.	Seatback remote release lever assembly
13.	Luggage side lower finisher

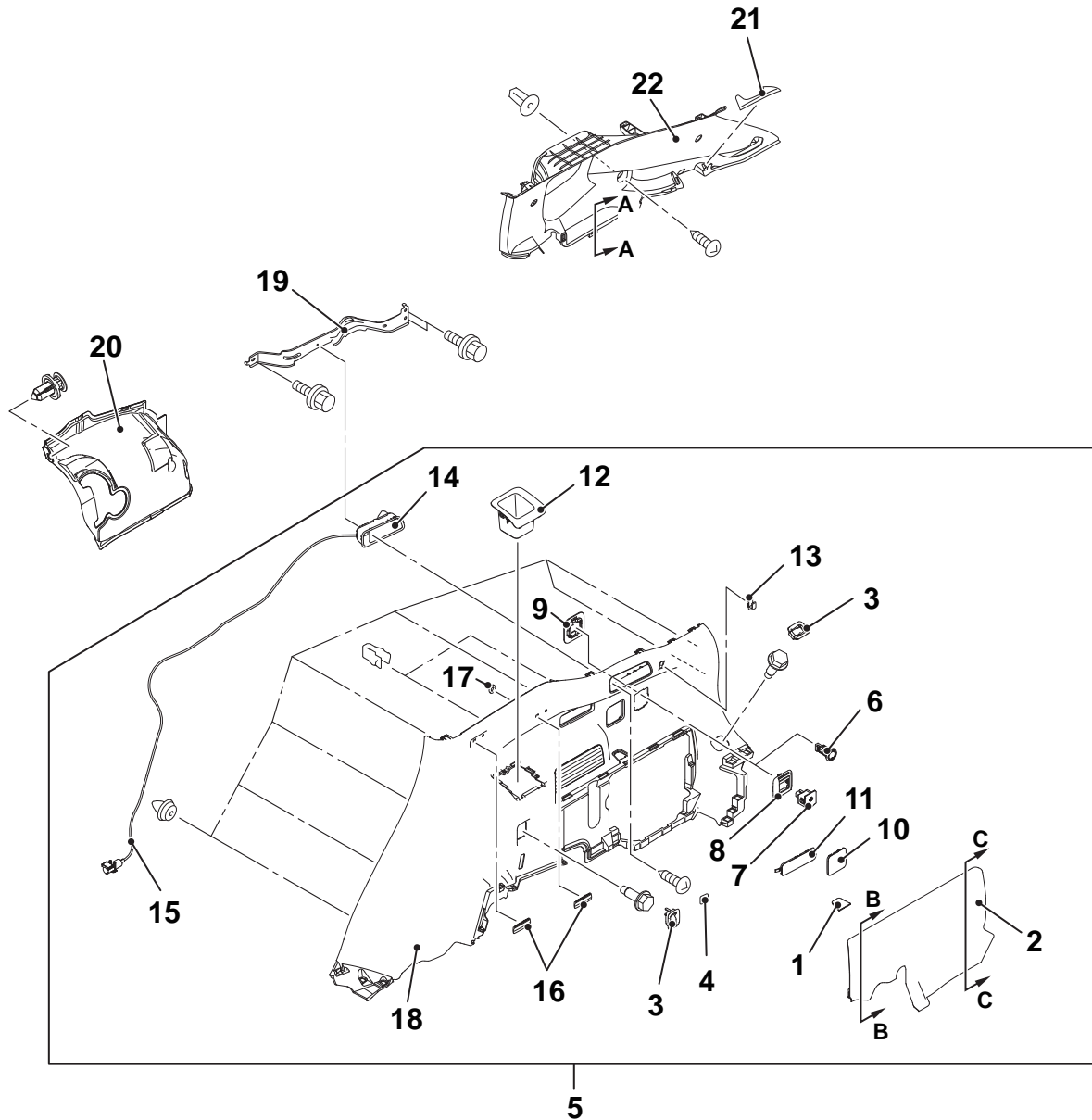
LUGGAGE TRIM

Removal and Installation

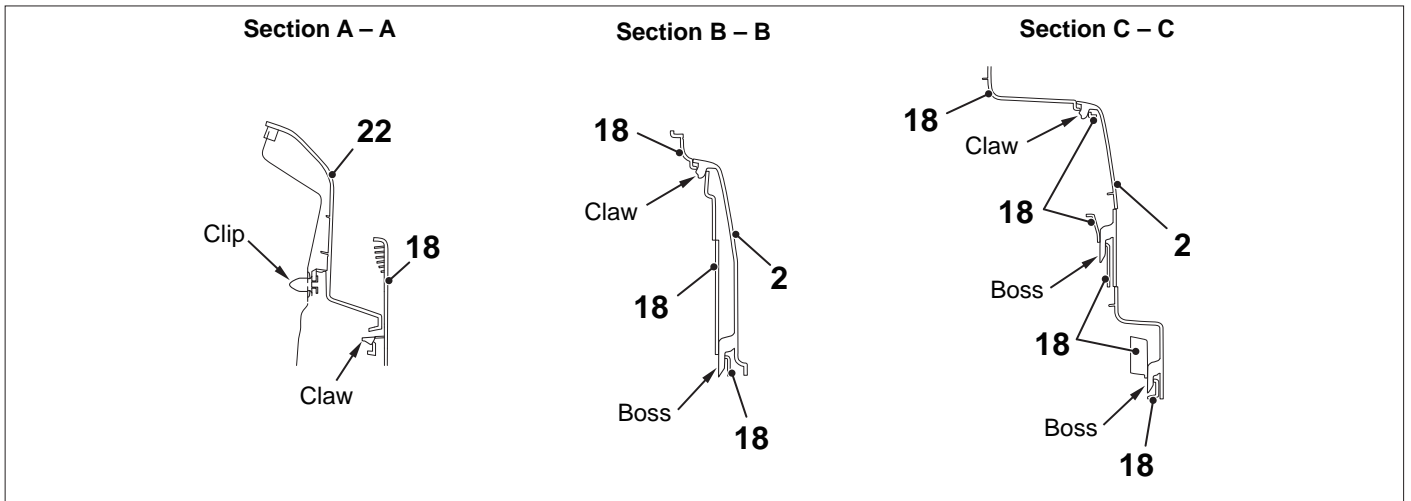
<RH>

Pre-removal and Post-installation Operation

- Third Seat Assembly Removal and Installation (Refer to Third Seat Assembly [Removal and Installation](#))
- Rear Kicking Plate Removal and Installation (Refer to [Removal and Installation](#))
- Back Door Opening Weatherstrip Removal and Installation (Refer to Back Door [REMOVAL AND INSTALLATION](#)) <Vehicles without power liftgate>
- Back Door Opening Weatherstrip Removal and Installation (Refer to Back Door [REMOVAL AND INSTALLATION](#)) <Vehicles with power liftgate>
- Door Opening Inner Weatherstrip Removal and Installation (Refer to Window Glass Runchannel and Door Opening Weatherstrip [REMOVAL AND INSTALLATION](#))
- Luggage Rear Plate Removal and Installation (Refer to [Removal and Installation](#))
- EV Control Unit Cover (RH and LH) Removal and Installation (Refer to On Board Charger (OBC) &DC-DC Converter [REMOVAL AND INSTALLATION](#))



DF2002L3AD00USA



		Removal steps
		1. Tool lid mask A
<<A>>		2. Tool lid mask B
		3. Parcel strap hook
		4. Seatback release lever cap
<>		5. Luggage side lower finisher assembly
		6. Accessory socket <Vehicles with accessory socket>
		7. 120V AC socket <Vehicles with 120V AC socket>
		8. 120V AC socket bezel <Vehicles with 120V AC socket>
		9. 120V AC socket bracket <Vehicles with 120V AC socket>
		10. Luggage side finisher lid A
		11. Luggage side finisher lid B
		12. Luggage side finisher pocket
		13. Luggage side finisher hook
		14. Seatback release lever
		15. Seatback release cable
		16. Rear seat belt clip
		17. Washer
		18. Luggage side lower finisher
		• Cargo floor box (Refer to Removal and Installation)
		19. Luggage side finisher bracket lower
		• Cargo floor pad (Refer to Removal and Installation)
		20. Rear wheelhouse silencer
		21. Luggage side upper finisher cap
		• Rear seat belt pre-tensioner (Refer to Seat Belt Pre-tensioner Removal and Installation)
		• Third seat belt (Refer to Third Seat Belt Removal and Installation)
<<C>>		22. Luggage side upper finisher

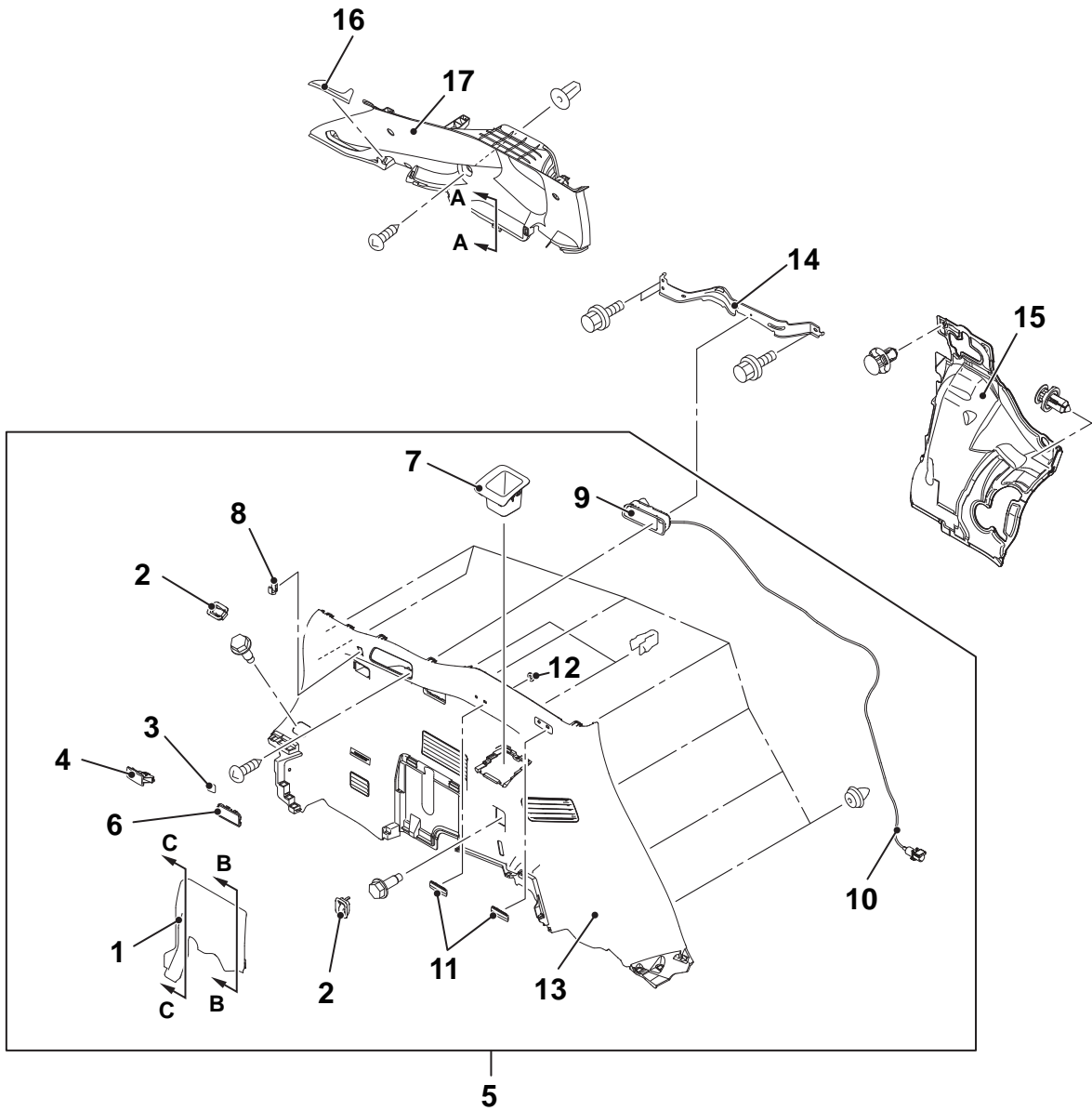
Required Special Tool:

- MB990784: Ornament Remover

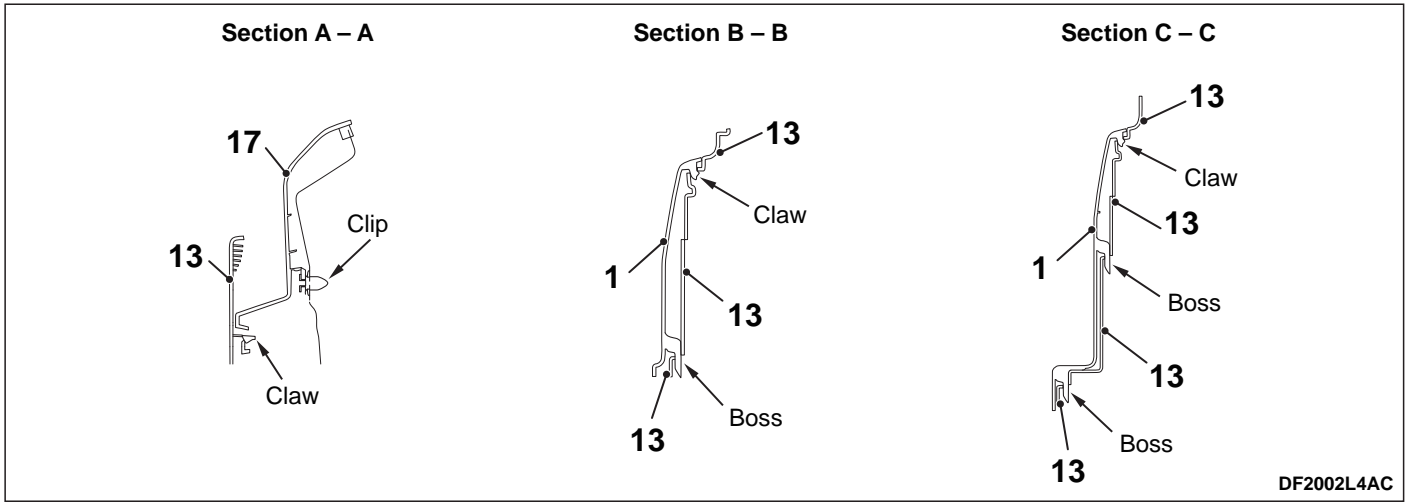
<LH>

Pre-removal and Post-installation Operation

- Third Seat Assembly Removal and Installation (Refer to Third Seat Assembly [Removal and Installation](#))
- Rear Kicking Plate Removal and Installation (Refer to [Removal and Installation](#))
- Back Door Opening Weatherstrip Removal and Installation (Refer to Back Door [REMOVAL AND INSTALLATION](#)) <Vehicles without power liftgate>
- Back Door Opening Weatherstrip Removal and Installation (Refer to Back Door [REMOVAL AND INSTALLATION](#)) <Vehicles with power liftgate>
- Door Opening Inner Weatherstrip Removal and Installation (Refer to Window Glass Runchannel and Door Opening Weatherstrip [REMOVAL AND INSTALLATION](#))
- Luggage Rear Plate Removal and Installation (Refer to [Removal and Installation](#))
- EV Control Unit Cover (RH and LH) Removal and Installation (Refer to On Board Charger (OBC) &DC-DC Converter [REMOVAL AND INSTALLATION](#))



DF2002L3AC00USA



DF2002L4AC
DF2002L4AC00USA

		Removal steps
<<A>>	1.	Tool lid mask
	2.	Parcel strap hook
	3.	Seatback release lever cap
	4.	Luggage room lamp assembly
<>	5.	Luggage side lower finisher assembly
	6.	Luggage side finisher lid
	7.	Luggage side finisher pocket
	8.	Luggage side finisher hook
	9.	Seatback release lever
	10.	Seatback release cable
	11.	Rear seat belt clip
	12.	Washer
	13.	Luggage side lower finisher
		• Cargo floor box (Refer to Removal and Installation)
	14.	Luggage side finisher bracket lower
		• Cargo floor pad (Refer to Removal and Installation)
	15.	Rear wheelhouse silencer
	16.	Luggage side upper finisher cap
		• Rear seat belt pre-tensioner (Refer to Seat Belt Pre-tensioner Removal and Installation)
		• Third seat belt (Refer to Third Seat Belt Removal and Installation)
<<C>>	17.	Luggage side upper finisher

Required Special Tool:

- MB990784: Ornament Remover

PARTS

Model	Part Name	Part No.		Quantity	Remarks
		<New>	<Old>		
Outlander	CAP,RR SHOCK ABSORBER	AX000771	-	2pcs/car	Additional parts
	INSULATOR,RR SHOCK ABSORBER	AX000770	4162A500	2pcs/car	Replacement parts
	NUT,FR SUSP STRUT*1	AX000208	←	2pcs/car	
Outlander Plug-in Hybrid	CAP,RR SHOCK ABSORBER	AX000771	-	2pcs/car	Additional parts
	INSULATOR,RR SHOCK ABSORBER	AX000770	4162A500	2pcs/car	Replacement parts
	NUT,FR SUSP STRUT*1	AX000208	←	2pcs/car	

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	Model		Seats		Work1	Work2		Work time
					Retighten bolts	Insulator	Cap	
	GM0W	GN0W	5 persons	7 persons	Both side	Both side	Both side	H
422060LQ	○		○		○			0.9
346213LR	○		○		○	○	○	1.5
422060LS	○			○	○			0.9
346213LT	○			○	○	○	○	1.7
346213LU	○		○	○		○	○	0.9
422060LQ		○	○		○			1.0
346213LR		○	○		○	○	○	1.7
422060LS		○		○	○			1.3
346213LT		○		○	○	○	○	2.0
346213LU		○	○	○		○	○	0.9

PLEASE NOTE: The work procedure 1 (retightening inner panel brace) is applied to vehicles built prior to cut-off VIN chart below. If you have a situation where a vehicle concern mirrors this TSB but is outside of the VIN range, contact Techline for further assistance.

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OUTLANDER	OUTLANDER PLUG-IN HYBRID
7/13/22 (JA4J3UA83NZ084299)	9/29/22 (JA4T5TA95PZ010245)