

TECHNICAL SERVICE BULLETIN

SUBJECT:		REAR CONTROL ARM SQUEAK		No:	TSB-05-34-001
				DATE:	July, 2005
				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 bulletin addresses customer complaints of a squeaking noise coming from the rear of the vehicle while driving. Water intrusion through the control arm bushing seal may allow corrosion, resulting in a squeak during control arm movement. The new replacement parts listed in this bulletin have improved bushing seals to prevent water intrusion.

After test driving the vehicle to confirm the customer's complaint and to confirm that the source of the noise is at a rear control arm:

U.S. Vehicles: Replace the lower control arm outer bushing and/or the upper control arm assembly.
Canada Vehicles: Replace the lower and/or upper control arm assembly.

NOTE: Control arm components on U.S. vehicles are different than those on Canada vehicles.

AFFECTED VEHICLES

2002-05 Lancer (except ES models)

2004 Lancer Sportback

(U.S. vehicles: built before 4/18/05); (Canada vehicles: built before 9/2/04)

2003-05 Outlander

(U.S. vehicles: built before 4/18/05); (Canada vehicles: built before 9/2/04)

PROCEDURE

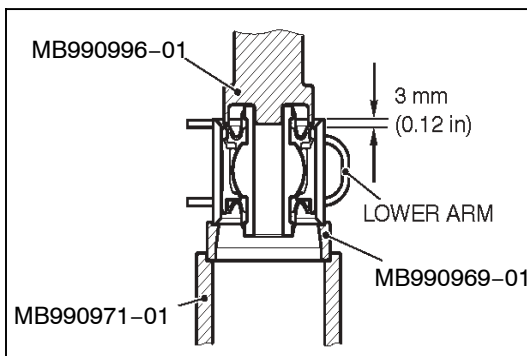
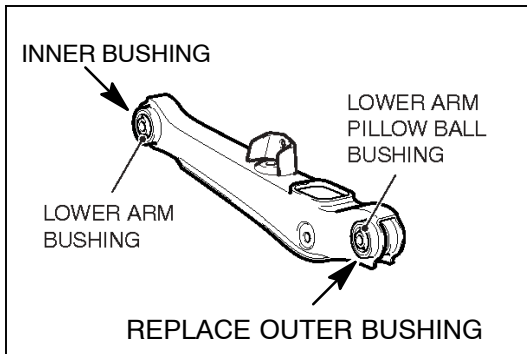
1. Test drive the vehicle. Use Chassis Ears® to determine if the noise is coming from the upper or lower control arm (or both).
 - a. If the noise is NOT coming from a rear control arm, diagnose and repair/replace the appropriate component(s), as necessary. Do not continue with this bulletin procedure.
 - b. If the noise is coming from a rear control arm, continue with this bulletin procedure.
2. On the side of the vehicle where the noise occurs, determine whether the noise occurs at the upper or the lower control arm. Use the new parts listed in the PARTS INFORMATION section of this bulletin. Refer to Group 34 in the appropriate service manual.

Continued

FILE UNDER:

Group 34 Rear Suspension in the Dealer Service Information Binder

(2883)



• **U.S. Vehicles:**

- If the noise occurs at the lower control arm, replace the **lower control arm outer (pillow ball) bushing.**
- If the noise occurs at the upper control arm, replace the **upper control arm assembly.**

a. Lower Arm Bushing (Outer Pillow Ball Bushing)
Replacement Procedure:

Use special tools MB990969-01, MB990971-01, and MB990996-01 to drive out and press-fit the bushing. After press-fitting, the space between the edges of the bushing outer sleeve and the lower arm should be 3 mm (0.12 inch).

- MB990957-01: Lower Arm Bushing Remover and Installer (includes MB990969-01 and MB990971-01)
- MB990996-01: Lower Arm Bushing Arbor

NOTE: These special tools will be available from SPX/OTC in early August. (They will not be Essential Tools.)

• **Canada Vehicles:**

- If the noise occurs at the lower control arm, replace the **lower control arm assembly.**
- If the noise occurs at the upper control arm, replace the **upper control arm assembly.**

3. Test drive the vehicle to confirm the squeaking noise is eliminated.

PARTS INFORMATION

Use the Genuine Mitsubishi Parts listed below:

Description	Vehicle	Part Number
Lower Rear Control Arm Bushing	Lancer and Outlander - U.S. Only	4113A062
Lower Rear Control Arm Assy.	Lancer - Canada Only	MR491963
Lower Rear Control Arm Assy.	2003-2004 Outlander - Canada Only	4113A035
Lower Rear Control Arm Assy.	2005 Outlander - Canada Only	4113A033
Upper Rear Control Arm Assy.	2005 Outlander, 2004-05 Lancer 2.4L MIVEC	MN100086
Upper Rear Control Arm Assy.	2003-2004 Outlander	MN100107

WARRANTY INFORMATION

These repairs should only be performed on a customer complaint basis. It is NOT to be viewed as a service campaign.

U.S. VEHICLES ONLY:

Rear Control Arm Bushing Replacement (If needed)

Nature Code: 54D

Cause Code: 300

Labor Operation No. 34611210

Time Allowance: 1.3 hr. (Lancer); 1.0 hr. (Outlander)

Upper Rear Control Arm Replacement (If needed)

Nature Code: 54D

Cause Code: 300

Labor Operation No. 34612010

Time Allowance: 1.1 hr. (Lancer); 0.9 hr. (Outlander)

Warranty Coverage: Basic coverage (3 years/36,000 miles or 5 years/60,000 miles depending on vehicle sale date)

CANADA VEHICLES ONLY:

Lower Rear Control Arm Replacement (If needed)

Nature Code: 54D

Cause Code: 300

Labor Operation No. 34611010

Time Allowance: 1.2 hr. (Lancer); 0.9 hr. (Outlander)

Upper Rear Control Arm Replacement (If needed)

Nature Code: 54D

Cause Code: 300

Labor Operation No. 34612010

Time Allowance: 1.1 hr. (Lancer); 0.9 hr. (Outlander)

Warranty Coverage: Basic coverage (3 years/60,000 km or 5 years/100,000 km depending on vehicle sale date)

Special Warranty Information: In cases where both upper and lower control arm repairs are necessary, Canada dealers may combine both repairs on one warranty claim.

Mitsubishi Motors North America, Inc.

The information contained in this bulletin is subject to change. For the latest version of this document, go to the Mitsubishi Dealer Link, MEDIC, or the Mitsubishi Service Information website (www.mitsubishitechinfo.com).