



Mitsubishi Motors North America, Inc.

TECHNICAL SERVICE BULLETIN

SUBJECT:

**POOR ADHESION ON SIDE UNDER
GARNISH AND SIDE PROTECTOR**

No: TSB-26-66-001

Version: 1

Reason for change: NA

Date: June 18, 2026

TO: Mitsubishi Motors US and Puerto Rico Dealer Principals, General Managers, Sales Managers, Service Managers, Service Advisors, Parts Managers, Technicians and Warranty Administrators

AFFECTED VEHICLES AND PART NUMBERS

2025-2026 Outlander Trail Edition

- MZ577089EX – Side Protector

2026 Outlander Black Edition

- MZ576480EX – Side Under Garnish Black Edition, W85
- MZ576481EX – Side Under Garnish Black Edition, X47
- MZ576482EX – Side Under Garnish Black Edition, P62
- MZ576483EX – Side Under Garnish Black Edition, U28

2026 Outlander RALLIART Edition

- MZ577192EX – Side Air Dam Kit, "RALLIART", W85
- MZ569241EX – Side Air Dam Kit, "RALLIART", P62
- MZ577194EX – Side Air Dam Kit, "RALLIART", X47
- MZ577192EX – Side Air Dam Kit, "RALLIART", U28

GROUP

66 - Accessories

CUSTOMER COMPLAINT

Accessories attached to the lower door sections are separating from the vehicle.

- Visible gaps between accessory and vehicle.
- Loose or lifted rubber seals.
- Possible wind noise.

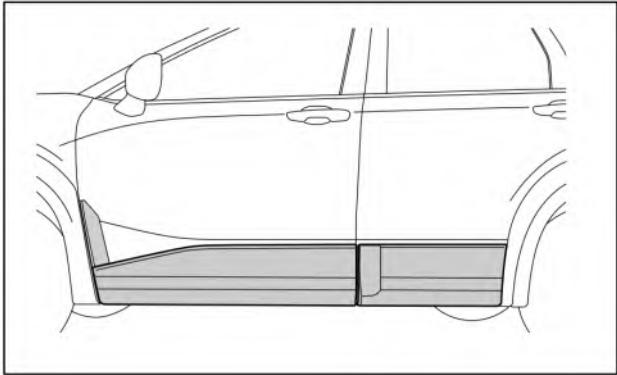
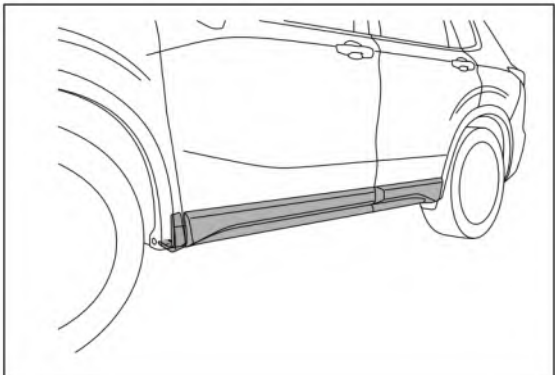
PURPOSE

MMNA has received multiple reports of these accessories separating from vehicles during PDI or shortly after customer possession. Below are areas to inspect upon receiving the vehicle, during PDI, during VIMS, and when reviewing customer concerns to ensure the accessories are still properly adhered to the vehicle. These accessories have been added to the PRC system during warranty claim filing to assist in MMNA's evaluation of accessory claims.

The following guidance is intended to assist dealers with inventory inspection, PDI checks, and customer complaint evaluation.

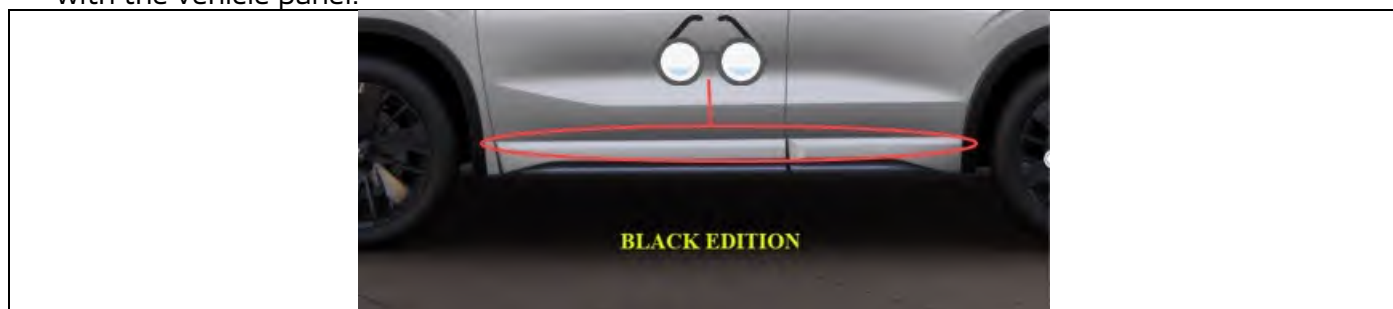
INSPECTION

The inspection points below apply to the accessories listed.

Trail Edition Side Protectors	Black & RALLIART Edition Side Under Garnish / Side Air Dam
	

1) Visual Inspection Requirements

Inspect the complete length of the accessory and verify: Visually confirm no separation is present between the accessory and vehicle panel. The seal and tape underneath need to make full contact with the vehicle panel.

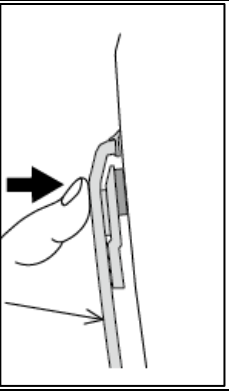
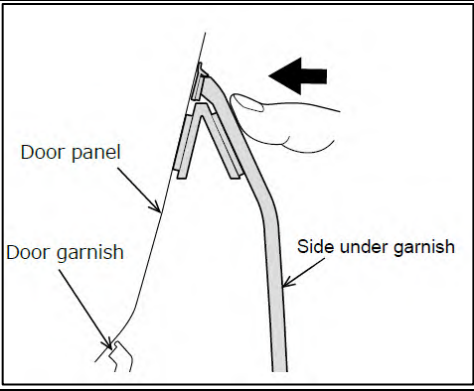


2) Separation Condition and Repair Action

No.	Condition	Action	Confirm
1	Slight Separation (2.0-3.0 mm)	Apply pressure to affected area.	After 30 minutes, tug/pull on the part to confirm proper adhesion.
2	Large Separation (4.0 mm and above)	- Clean vehicle surface where possible. - Apply heat if necessary. - Realign part. - Apply pressure to affected area.	After 30 minutes, tug/pull on the part to confirm proper adhesion.
3	Debris on tape or tape as no adhesion.	Replace affected part.	Confirm replacement part has proper adhesion.
4	*If repairs are unsuccessful, replace parts. Always follow supplied Instruction Manual when installing new parts. Reference page 6 for "Best Practices to Promote Good Adhesion".		

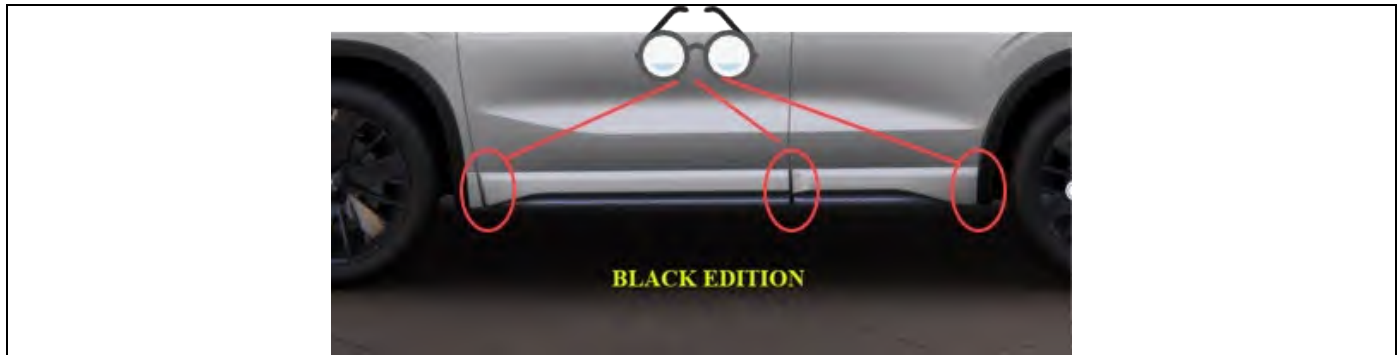
1	NO. 1 - Trail Edition Side Protector with slight separation.	
2	NO. 2 - Trail Edition Side Protector with large separation.	
3	NO. 1 - Black Edition Side Under Garnish with slight separation	
4	NO. 2 - Black Edition Side Under Garnish with large separation	

Side Diagram of Part Construction

Trail Edition Side Protectors (Page 22 of Instruction Manual)		Black & RALLIART Edition Side Under Garnish / Side Air Dam (Page 21 of Instruction Manual)	
			

3) Accessory Poor Alignment Check – V Feature causing poor adhesion

Visually confirm the forward and rearward edges of the accessories are properly aligned. On all styles, the accessory has a "V" shaped feature that matches a "V" shaped indent between the door and lower garnish. If the feature is not aligned properly, the accessory may detach over time.



NO.	Condition	Action	Confirm
1	"V" positioned in center of groove.	- Check for adhesion separation - Apply pressure if slight separation is noted. - No action is required if there is good adhesion.	After 30 mins, tug/pull on part to ensure proper adhesion.
2	"V" positioned within groove but not centered.	- Tug/pull on part to ensure proper adhesion. - Apply pressure (5 sec throughout tape) if slight separation is noted.	After 30 mins, tug/pull on part to ensure proper adhesion.
3	"V" positioned outside of groove.	Attempt to reposition part. If unsuccessful, replace part.	After 30 mins, tug/pull on part to ensure proper adhesion.
4	*If repairs are unsuccessful, replace parts. Always follow supplied Instruction Manual when installing new parts. Reference page 6 for "Best Practices to Promote Good Adhesion".		

1	"V" positioned in center of groove.	
2	NO. 2 - "V" positioned within groove but not centered.	
3	No. 3 - "V" positioned outside of groove.	

Best Practices to Promote Good Adhesion

PLASTIC GRAINED SURFACES (Vehicle interior/Exterior)

1. Clean the bonding surface using clean microfiber cloth saturated with the following listed below to remove debris/residue from application surfaces. 50% water/50% Isopropyl alcohol and let it dry (longer time to dry).
2. Temporary dry fit & accessory align the part (follow specific Installation requirements)
3. Use masking tape to create alignment registration marks and remove part.
4. Inspect all tape surfaces prior to liner removal (peel back liner per instructions).
5. Conduct last final cleaning and use the two-cloth mechanical wipe method.
 - Spray or pour the alcohol mixture (**see Temperature Adhesion Chart below**) onto a clean microfiber cloth, wipe the surface, and immediately dry it with a separate clean microfiber cloth. This removes dissolved oils and helps prevent moisture from condensing on the surface.
 - Use heat gun to bring accessory parts and vehicle surface up to optimum adhesion temperature (**see Temperature Adhesion Chart below**).
6. Apply a thin, uniform coat of specified adhesion promoter (e.g., 3M 4298, 06396 or 3M K520) directly to the plastic surface where the tape will rest.
 - Allow the adhesion promoter to dry between 10 minutes to 30 mins. If left beyond the specified time adhesion will not be effective, which will require reapplying adhesion promoter.
 - **Note:** Applying tape over wet adhesion promoter will chemically destroy the adhesive.
7. Align accessory component into previously registered marked masking tape. The adhesive tapes are pressure sensitive. Apply firm uniform pressure (minimum 15 PSI) using microfiber cloth by hand or rubber hand-rolled across all taped locations in sections for several seconds.

PAINTED SURFACES

1. Clean the painted surface using a clean microfiber cloth saturated with the following listed below to remove debris/residue from application surfaces. 50% water/50% Isopropyl alcohol and let it dry (longer time to dry).
2. Temporary dry fit & accessory align the part (follow specific Installation requirements)
3. Use masking tape to create alignment registration marks and remove part.
4. Inspect all tape surfaces prior to liner removal (peel back liner per instructions).
5. Conduct last final clean and use the two-cloth mechanical wipe method.
 - Spray or pour the alcohol mixture (**see Temperature Adhesion Chart below**) onto a clean microfiber cloth, wipe the surface, and immediately dry it with a separate clean microfiber cloth. This removes dissolved oils and helps prevent moisture from condensing on the surface.
 - Use heat gun to bring accessory parts and vehicle surface up to optimum adhesion temperature (**see Surface Preparation Matrix Chart below**).
6. Align accessory component into previously registered marked masking tape. The adhesive tapes are pressure sensitive. Apply a minimum of 15 PSI of hard mechanical pressure using microfiber cloth or rubber hand-rolled across all taped locations in sections for several seconds.

Surface Preparation Matrix

ALCOHOL SELECTION & PROCESS CONTROL FOR HIGH-HUMIDITY AUTOMOTIVE BONDING

In automotive body kit accessory installations, achieving a robust adhesive wet-out is highly dependent on ambient atmospheric conditions. Using 70% Isopropyl Alcohol (IPA) yields superior degreasing benefits over standard 50/50 water/alcohol blends. However, high-humidity locations introduce risks of rapid evaporative panel cooling, which causes microscopic moisture condensation ("sweating" or "blushing") to trap beneath pressure-sensitive acrylic tapes (e.g., 3M VHB).

The Temperature-Humidity-Alcohol Matrix

Relative Humidity (RH)	Low Temperature 50°F to 65°F (10°C to 18°C)	Moderate Temperature 66°F to 85°F (19°C to 29°C)	High Temperature 86°F to 100°F+ (30°C to 38°C+)
Low Humidity Under 50% RH	Use 70% IPA Evaporation is slow. Warm the panel slightly to accelerate flash time and prime the tape adhesive.	Ideal Conditions: 70% IPA Perfect flash-off window. Standard two-cloth wipe protocol provides excellent chemical clean.	Use 50/50 Mix or 70% IPA Alcohol flashes off instantly. 50/50 mix is preferred to prevent the mixture from drying on the towel during wipe.
Moderate Humidity 50% to 70% RH	Use 50/50 Mix Preferred 70% IPA drops panel temperature too close to dew point. If utilizing 70%, pre-heat the sheet metal mechanically.	Use 70% IPA Mandatory: Use two-cloth method (wipe wet, dry immediately) to mechanically catch moisture before it condenses.	Use 70% IPA High heat counters evaporative cooling, keeping the surface above dew point. Ensure cloth stays wet during wiping.
High Humidity 71% to 85% RH	CRITICAL ZONE: 50/50 Mix Only Severe condensation risk with 70%. You must heavily pre-heat the panel before, during, and after preparation steps.	CAUTION ZONE: 50/50 Preferred If using 70% IPA, a heat gun must be used to force-dry the panel. Wait a full 90 seconds before tape application.	CAUTION ZONE: 70% IPA High ambient heat assists drying, but rapid evaporation still drops panel temps fast. Extend flash open-time to 2 minutes.
Extreme Humidity Above 85% RH	CAUTION ZONE: 70% IPA— ALL CLIMATES High ambient heat assists drying, but rapid evaporation still drops panel temps fast. Warm the panels until warm to the touch (85°F to 100°F). This breaks the local humidity boundary layer and evaporates any visible, microscopic moisture film (follow Dew Point Rule).		

The Dew Point Rule of Thumb

Never perform surface prep or bond accessories if the ambient temperature is within **5°F (3°C)** of the local dew point. Because 70% IPA evaporates rapidly, it drastically suppresses the surface boundary layer temperature, pulling the panel below the dew point even if the air feels warm.

EXAMPLE: If ambient temperature is 75°F (24°C) at 85% RH, the dew point is roughly 70°F (21°C). The vehicle surface must be artificially warmed to at least 76°F (24.4°C) or higher before proceeding.

Standard Best Practices for High Humidity

- **The Two-Cloth Mechanical Wipe:** Never allow alcohol to air-dry ("flash-off") on its own in humid settings. Spray or pour the alcohol onto a clean microfiber cloth to wipe and immediately follow behind it (within 3 seconds) with a separate dry microfiber cloth. This mechanically strips away dissolved oils and prevents the ambient humidity from turning into condensation on the surface.
- **Forced Panel Heating:** Implement a digital heat gun or an infrared heat lamp into your standard flow. Pre-warming the panel to roughly 80°F–100°F (27°C–38°C) artificially alters the micro-climate at the bond line, preventing condensation and lowering the viscosity of the adhesive tape to maximize surface contact ("wet-out").
- **Pressure Activation:** Automotive acrylic foam tapes are pressure sensitive. In damp environments, apply a minimum of 15 PSI of hard mechanical pressure using a firm rubber hand roller across all taped flanges to seal the bond perimeter against moisture ingress.

PARTS/WARRANTY

To assist in identifying the root cause of failures with accessories containing multiple components (while under warranty), dealers are REQUIRED to complete the following prior to submitting a warranty claim.

On the **added** affected accessory labor codes listed below, the information below MUST be entered into the Photo Required Condition & Pre-Approval Center (PRC).

NOTE: If the required documentation is not included in the PRC entry, the claim may be subject to verification and may not be approved.

1. Clear and focused photos or PDF of (1) wide view of the defective accessory.
2. Close view of the accessory's failed area prior to removal from the vehicle.

NOTE: Photos must be posted on the PRC BEFORE entering the related Warranty Claim.

MODEL	PART NUMBER	PART DESCRIPTION	LABOR CODE
OUTLANDER	MZ315493	Side Decal, Trail Edition	663010 30
OUTLANDER	MZ380731EX	Fender Effects, Trail Edition	662611 40
OUTLANDER	MZ553190EX	Hood Decal, Trail Edition	663010 20
OUTLANDER	MZ577087EX	Front Corner Protector, Trail Edition	664000 01
OUTLANDER	MZ577088EX	Rear Corner Protector, Trail Edition	664000 02
OUTLANDER	MZ577089EX	Side Protector, Trail Edition	664000 03
OUTLANDER	MZ576480EX	Side Under Garnish, Black Edition, W85	664000 03
OUTLANDER	MZ576481EX	Side Under Garnish, Black Edition, X47	664000 03
OUTLANDER	MZ576482EX	Side Under Garnish, Black Edition, P62	664000 03
OUTLANDER	MZ576483EX	Side Under Garnish, Black Edition, U28	664000 03
OUTLANDER	MZ577192EX	Side Air Dam Kit, "RALLIART", W85	664000 03
OUTLANDER	MZ569241EX	Side Air Dam Kit, "RALLIART", P62	664000 03
OUTLANDER	MZ577194EX	Side Air Dam Kit, "RALLIART", X47	664000 03
OUTLANDER	MZ569242EX	Side Air Dam Kit, "RALLIART", U28	664000 03

Disclaimer

NOTE: The information contained in this document is intended for use by trained, professional technicians with the knowledge to properly perform diagnosis and repairs on Mitsubishi vehicles, using Mitsubishi Motors approved tools and equipment. It informs service technicians about conditions that could occur in certain vehicles and provides information that could assist in proper vehicle diagnosis, service, or repair. It does not indicate that a defect is present in any vehicle referenced in this document nor does it imply that the described repairs are covered under warranty. DO NOT assume that a symptom or condition, or a described cause of a symptom or condition, affects any particular vehicle or groups of vehicles, or that a described repair applies to any particular vehicle or groups of vehicles. There can be multiple causes resulting in the same or similar symptoms or conditions described in this document and trained professional service technicians must use their diagnostic skills to make evaluations on a case-by-case basis. The information contained in this document does not guarantee warranty coverage nor does it extend the vehicle's warranty in any way.