

**** TECHNICAL INFORMATION NOTICE ****

DATE: February 25, 2019
TO: Mitsubishi Motors US & Puerto Rico Dealer Service and Parts Managers
RE: Photo Required Condition (PRC) for Vehicle Pulling/Drifting and Steering Wheel Off-Center Concerns - Revised
TIN NO. TIN-19-37-001

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This TIN supersedes TIN-17-37-001 to expand affected models and model years.

AFFECTED VEHICLES: 2018-2019 Eclipse Cross, 2014-2019 Mirage, 2017-2019 Mirage G4, 2014-2019 Outlander, 2018-2019 Outlander PHEV, 2016-2019 Outlander Sport

PURPOSE

When performing a wheel alignment check and adjustment on an affected vehicle with a customer concern of pulling/drifted and/or steering wheel off-center concerns (while under warranty), dealers are **REQUIRED** to complete the following instructions prior to submitting a warranty claim.

On the affected vehicles listed above, 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, then the claim is subject to debit.

1. Clear and focused photos or PDF of the (1) Before and (2) After alignment readings.
2. Clear and focused photos or PDF of the completed alignment questionnaire found on the MDL. All questions on the questionnaire must be completely filled in.

The Questionnaire for each model can be found on MDL > service > service tech resources > Service Related Items > Worksheets, Questionnaires, Job Aids > Questionnaires (or click the "Worksheets, Questionnaires, Job Aids" button on the Techline home page).

3. Please select the correct questionnaire by model:
 - Steering Alignment: 2018-2019 Eclipse Cross
 - Steering Alignment: 2014-2019 Mirage
 - Steering Alignment: 2017-2019 Mirage G4
 - Steering Alignment: 2014-2019 Outlander
 - Steering Alignment: 2018-2019 Outlander PHEV
 - Steering Alignment: 2016-2019 Outlander Sport
4. In the PRC select the category "STEER & ALIGN QUESTIONNAIRES."

Also, the steering alignment questionnaire requires additional checks which need to be performed. Please refer to the questionnaire for specific instructions.

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

Please select appropriate Labor Operation Code(s) from the list below:

Model	Labor Operation Code	
	Front	Rear
2014-2019 Mirage	37101040 <i>OR</i> 37604040	N/A
2017-2019 Mirage G4		
2018-2019 Eclipse Cross		34000091
2014-2019 Outlander		
2018-2019 Outlander PHEV		
2016-2019 Outlander Sport		