

**\*\* TECHNICAL INFORMATION NOTICE \*\***

DATE: January 29, 2024  
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-21-37-001REV3

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This TIN supersedes TIN-21-37-001REV2 issued January 2023 to expand affected model years.

**AFFECTED VEHICLES:**

- 2018-20 and 2022-24 Eclipse Cross
- 2014-24 Mirage
- 2017-24 Mirage G4
- 2014-20 and 2022-24 Outlander
- 2018-22 and 2023-24 Outlander Plug-in Hybrid
- 2016-24 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, the claim may be subject to chargeback and/or may not be approved.**

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: 2018-20 and 2022-24 Eclipse Cross
  - Steering Alignment: 2014-24 Mirage
  - Steering Alignment: 2017-24 Mirage G4
  - Steering Alignment: 2014-20 and 2022-24 Outlander
  - Steering Alignment: 2018-22 and 2023-24 Outlander Plug-in Hybrid
  - Steering Alignment: 2016-24 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.

It may be difficult to recognize improper wheel alignment during PDI and/or on vehicles with low mileage that do not display uneven tire wear. Please verify the steering wheel center alignment specification is no more than  $\pm 2.5$  degrees.



**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
2014-24 Mirage	37101040  <b>OR</b>  37604040	N/A
2017-24 Mirage G4		
2018-20 and 2022-24 Eclipse Cross		
2014-20 and 2022-24 Outlander		
2018-22 and 2023-24 Outlander Plug-in Hybrid		
2016-24 Outlander Sport		34000091