

**** TECHNICAL INFORMATION NOTICE ****

DATE: July 14, 2025
TO: Mitsubishi Motors US & Puerto Rico Dealer Parts & Service Managers
RE: Peeling of Leather Interior Components
TIN NO.: TIN-25-52-001

AFFECTED VEHICLES: 2022-2025 Outlander and 2023-2025 Outlander Plug-In Hybrid

PURPOSE:

In response to customer concerns regarding the quality of interior materials, particularly peeling on components such as steering wheels, shifters, and door panels, MMC and MMNA are requesting dealer support in reviewing these issues.

To assist in this effort, please follow the steps below during customer interactions and vehicle inspections:

1. **Customer Interview Questions**

When a customer brings their vehicle in for service and reports concerns about interior material peeling, please ask the following:

Skin Care Products

- *Do you typically use skin care products on your hands?*
- *If so, what type and brand(s) do you use?*

Vehicle Detailing

- *Do you regularly use a detailing service to clean your vehicle?*
- *If yes, what kind of chemicals or products are used on the leather surfaces of the interior?*

Inspection and Documentation

Upon inspecting the vehicle, please complete the following steps:

- **Photograph the Affected Area**
 - Take clear, high-resolution photos of the interior component(s) showing signs of peeling (See sample images below).
 - Upload these photos to the **PRC (Photos Required Condition Entry System)**.
- **Attach Interview Responses**
 - Document the customer's responses to the interview questions.
 - Attach this document to the PRC entry for the case.

Your attention to detail and cooperation in this process are essential to help MMNA identify the root cause and improve product quality. If you have any questions about these procedures, please reach out to your regional support contact.

Thank you for your continued support.



Please note:

A completed version of this document (with questions in steps 1-3 answered) is required along with photos of the affected interior component to successfully submit a warranty claim. Please reference the new version of "PRC Quick Reference Chart": MDL -> Service -> Systems -> Photos Required Condition Center -> PRC Quick Reference Chart.