

**** TECHNICAL INFORMATION NOTICE ****

DATE: March 22, 2017
TO: Mitsubishi Motors US & Puerto Rico Dealer Service and Parts Managers
RE: Photo Required Condition (PRC) for TPMS Sensor Replacement - Revised
TIN NO. TIN-17-31-001

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This TIN supersedes TIN-16-31-001, issued June, 2016, to clarify the requirements for submitting a claim to the PRC so that dealers will not be debited.

AFFECTED VEHICLES: 2014 - 2017 Mirage and 2017 Mirage G4

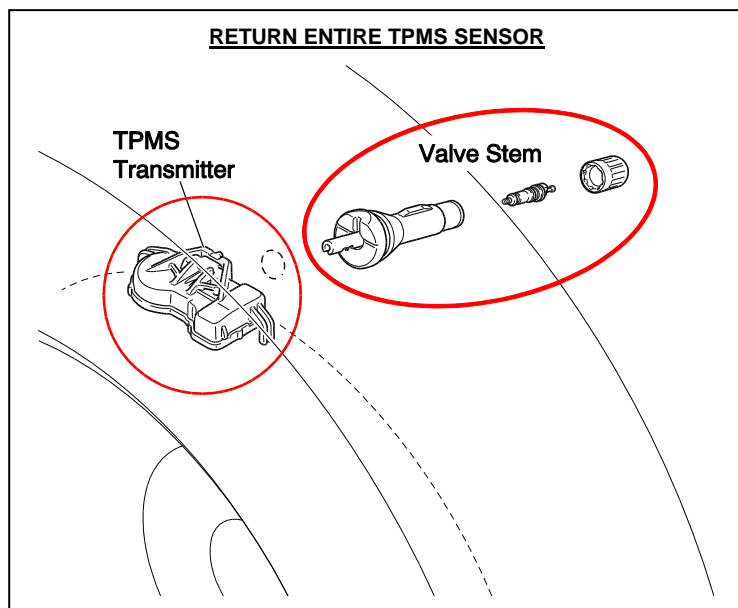
PURPOSE

When replacing a TPMS sensor under warranty on 2014 – 2017 Mirage and 2017 Mirage G4 vehicles, accurate photos and a completed “TPMS Reception Issue” Questionnaire **MUST** be posted to the Photo Required Condition & Pre Approval Center.

If no photos and/or questionnaire are submitted, or photos are submitted that do not show the proper detail (see examples in this TIN), dealers are in jeopardy of being debited for the claim.

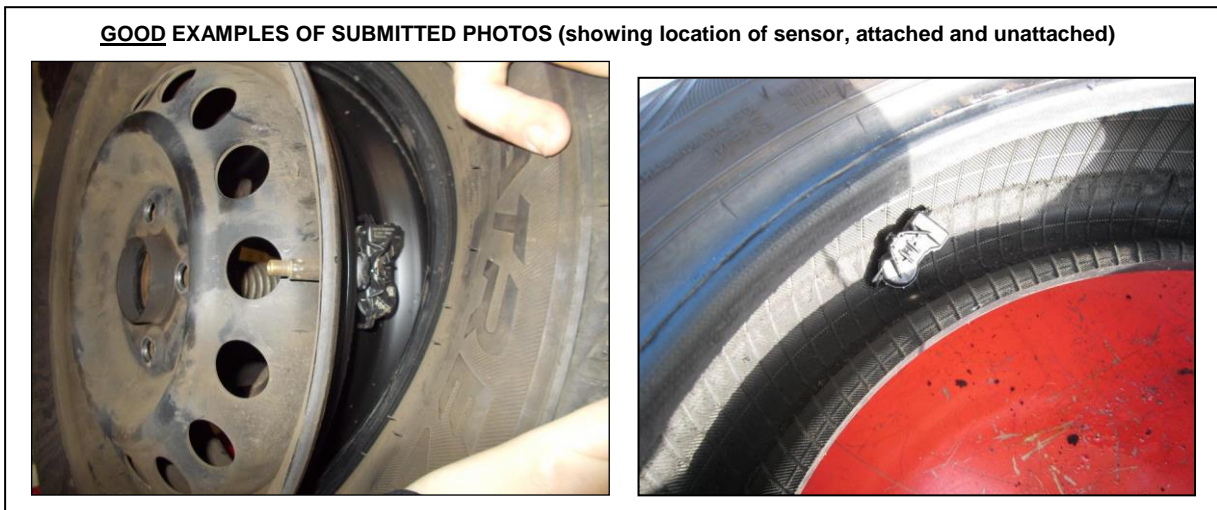
The following are **REQUIRED** for all TPMS sensor claims:

1. Return the entire TPMS transmitter and valve stem.



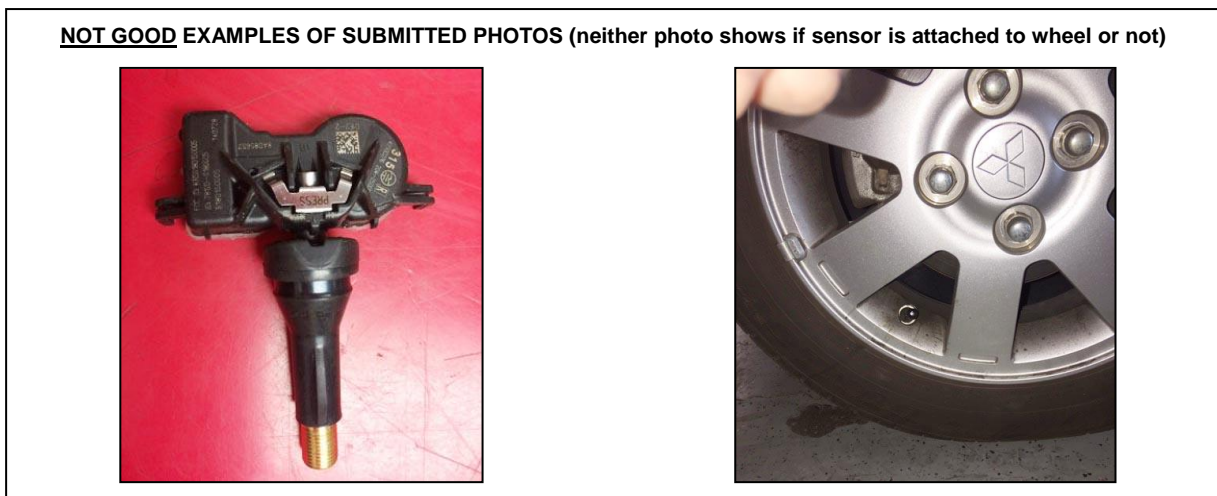
2. A photo of the TPMS transmitter and valve stem taken when the tire was dismounted at your dealership. The photo must show whether or not the sensor was attached to the wheel (valve stem) or loose inside the tire upon arrival.

GOOD photos: Below are two examples of “Good” photos submitted to the PRC. In one case, the sensor was attached to the wheel, and the other shows it was loose in the tire.



NOT GOOD photos: Below are two examples of “Not Good” or unacceptable photos submitted to the PRC.

A photo of the sensor by itself or of the outside of the wheel does NOT show where the sensor was in relation to the wheel and tire upon arrival at the dealership.



3. Completed Questionnaire “TPMS Reception Issue.” This can be found on MDL or through the Techline Main Screen.
 - Techline: Click on the “Worksheets, Questionnaires, Job Aids” button, click on “TPMS Reception Issue” under “Questionnaires”
 - MDL: Go to *service* → *service tech resources* → *Service Related Items* → *Worksheets, Questionnaires, Job Aids* → *Questionnaires*
4. Select the category “TPMS SENSORS IN WHEEL PHOTOS.”

5. Enter the following in the “Defect Description and Projected Repair Process” field in the PRC:
 - A list of the failure DTCs that were set.
 - Whether or not the tire was previously dismantled prior to this service (for example, “Yes, the tire was dismantled” or “No, the tire was never dismantled”). Obtain this information from the customer if necessary.

EXAMPLES OF SUBMITTED COMMENTS

GOOD EXAMPLE: “TPMS light remains on. DTC C1931 will not erase. Customer reported tire was never previously dismantled. TPMS sensor was attached to the wheel when the tire was dismantled.”

NOT GOOD EXAMPLE: “Sensor failed.”

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

MMNA will issue a Warranty Parts Return Request for all replaced (Mirage) TPMS sensors (which includes the valve stem).

Please continue posting the TPMS sensor photos to the PRC until a cancellation notice is published by MMNA headquarters.