

**** TECHNICAL INFORMATION NOTICE ****

DATE: July 5, 2017
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
TIN NO. TIN-17-37-001

AFFECTED VEHICLES: 2014 - 2017 Mirage, 2017 Mirage G4, 2014 - 2017 Outlander, 2016 - 2017 Outlander Sport

PURPOSE

Effective immediately, 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 on 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.

- Clear and focused photos or PDF of the (1) Before and (2) After alignment readings.
- 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).

- Please select the correct questionnaire by model:
 - Steering Alignment: 2014-2017 Mirage & 2017 Mirage G4
 - Steering Alignment: 2014-2017 Outlander (3 pages)*
* Only first 2 pages are required to be submitted to PRC.
 - Steering Alignment: 2016-2017 Outlander Sport
- In the PRC select the category "STEER & ALIGN QUESTIONNAIRES."

Also, the steering alignment questionnaire requires additional checks which need to be performed. For Outlander models, these checks involve inspecting the bolt/nut torque check on the front strut upper mounting bolts and front stabilizer link nut (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
2014-2017 Mirage	37101040	N/A
2017 Mirage G4		
2014-2017 Outlander	OR	34000091
2016-2017 Outlander Sport	37604040	