

**** TECHNICAL INFORMATION NOTICE ****

DATE: February 5, 2018
TO: Mitsubishi Motors US & Puerto Rico Dealer Service and Parts Managers
RE: Photo Required Condition (PRC) for TPMS Sensor Replacement - Revised
TIN NO. TIN-18-31-001

.....

This TIN supersedes TIN-17-31-001REV, issued May, 2017, to add 2018 model year Mirage and Mirage G4 vehicles.

AFFECTED VEHICLES: 2014 - 2018 Mirage and 2017 – 2018 Mirage G4

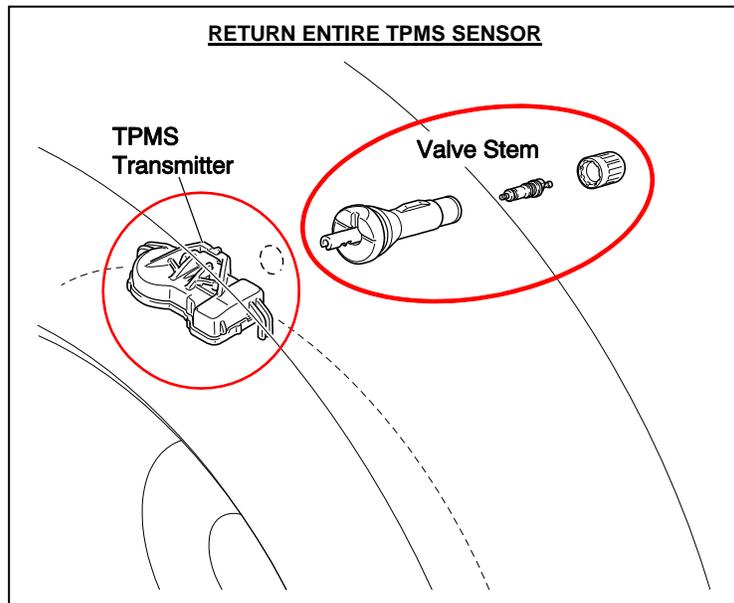
PURPOSE

When replacing a TPMS sensor under warranty on 2014 – 2018 Mirage and 2017 – 2018 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.

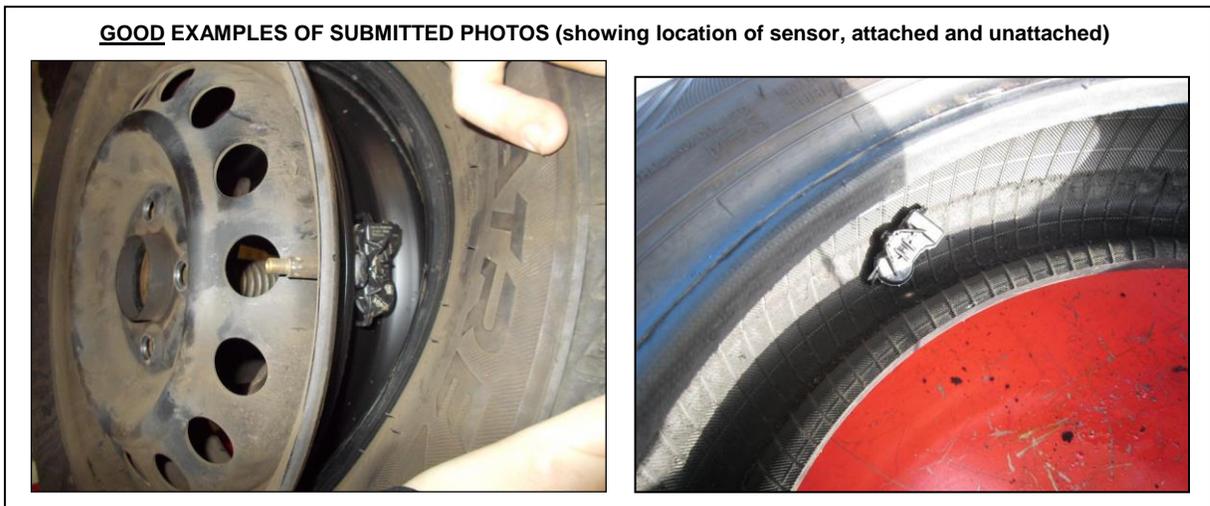
The following are **REQUIRED** for all TPMS sensor claims:

1. Return the entire TPMS transmitter and valve stem.



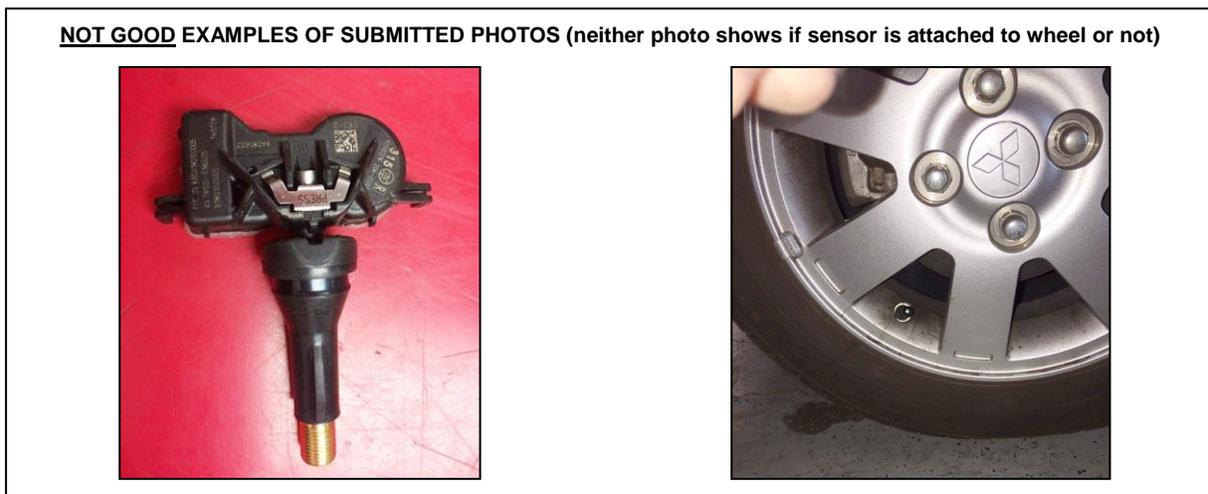
2. A photo of the TPMS transmitter and valve stem taken when the tire was dismounted at your dealership. The photo must show whether or not the sensor was attached to the wheel (valve stem) or loose inside the tire upon arrival.

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 (**also attached at the end of this TIN**).
 - 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.”

MITSUBISHI EMPLOYEE LINK Photo Required Condition & Pre Approval Center
Photos Required Condition Detail

99360 - PRODUCT SUPPORT CENTER

VIN: ML32A4PLAFH012113 Model: **MIRAGE 2** In Serv Date: 2016-05-16 Color Cd: X08

PRC Code: Entered Date: 06/17/16 04:45 Repair Type: Required (for Claim Payment) TPMS SENSORS IN WHEEL PHOTOS Optional/Requested [Select one]

Repair Order: [Select one] Vehicle Status: [Select one] Current Mileage: 21000 Customer Name: [Select one]

Policy Adjustment/Goodwill? [] Rust Perforation Coverage? []

Defect Description and Projected Repair Process

Picture 1: C1921. TPMS sensor was attached to the wheel. Tire was never dismantled prior to today.
Picture 2: C1931. TPMS sensor was detached from the wheel. Tire was dismantled at 14k miles for flat tire repair.

Dealer Contact: Dealer Phone Number: [Select one] Name of Contact and Title: [Select one]

Status: [Select one] Status Reason and MMNA to Dealer Comments: [Select one]

PRC Submission List Attach Photos/Files

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.

Mitsubishi Motors QUESTIONNAIRE

Date: _____

Dealer Code:

--	--	--	--	--

In-Service Date: _____

Dealer Name: _____

Model / Model Year: _____

Technician Name: _____

VIN:

--	--	--	--	--	--	--	--

 (last 8 digits)

Mileage: _____

For 2014 - 2018 Mirage and Mirage G4: Refer to TIN-18-31-001 and SUBMIT completed questionnaire to the PRC as instructed.

For all other models, **EMAIL** completed questionnaire to mmnatechline@mmsa.com.

If there is an open Techline case related to this form, please attach the completed form directly to the Techline case.

TPMS Reception Issue

Complete this sheet for investigation of cause of a TPMS reception failure.

Date of occurrence of TPMS failure	
DTC Code(s) (List all codes before ID registration)	

Tire Pressure		TPMS Sensor ID Numbers	
FL:	FR:	FL:	FR:
RL:	RR:	RL:	RR:

Customer Information

1.	Was the TPMS warning light constantly illuminated or was it flashing?	<input type="checkbox"/> Constant	<input type="checkbox"/> Flashing
2.	Did the TPMS light turn off after it first illuminated?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
3.	Did the TPMS light illuminate repeatedly? (e.g., turned off, then came on again later)	<input type="checkbox"/> Yes	<input type="checkbox"/> No
4.	Does the operation of other electrical devices in the vehicle cause the TPMS light to illuminate?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
5.	Were tires replaced in the past? If replaced, was it at a Mitsubishi dealer or other shop?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Mitsubishi Dealer <input type="checkbox"/> Other Shop
6.	Have the tires, wheels, or TPMS sensors ever been replaced with non-genuine Mitsubishi parts?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
7.	Is the vehicle equipped with any non-genuine Mitsubishi accessories?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
8.	Describe the driving conditions when you first noticed the TPMS warning light was illuminated. (e.g., at XX mph, stopping, turning ignition on, etc.)		
9.	Describe the location where the TPMS warning light illuminated. (Confirm possibility of sensors being jammed by heavy electronic interference, e.g., near a military base, etc.)		

Dealer Analysis

1.	Identify which sensor(s) failed.	<input type="checkbox"/> FL	<input type="checkbox"/> FR	<input type="checkbox"/> RL	<input type="checkbox"/> RR
2.	Which sensor ID numbers were registered to the ECU?	<input type="checkbox"/> FL	<input type="checkbox"/> FR	<input type="checkbox"/> RL	<input type="checkbox"/> RR
3.	Please fill in sensor ID numbers in table in upper part of this form.				
4.	Is it possible to re-register the TPMS sensor ID by pressure change without replacement of the TPMS sensor?	<input type="checkbox"/> Yes	<input type="checkbox"/> No		
5.	Is the vehicle equipped with OSS (One Touch Start System)?	<input type="checkbox"/> Yes	<input type="checkbox"/> No		
6.	Was there any DTCs or FF (Freeze Frame data) available?	<input type="checkbox"/> Yes	<input type="checkbox"/> No		
7.	Was the TPMS sensor still attached to the valve stem or was it loose in the tire?	<input type="checkbox"/> Attached	<input type="checkbox"/> Loose		
8.	Was there visual damage on the TPMS sensor? (e.g., scratched or deformed)	<input type="checkbox"/> Yes	<input type="checkbox"/> No		