

**** TECHNICAL INFORMATION NOTICE ****

DATE: April 12, 2018
TO: Mitsubishi Motors US & Puerto Rico Dealer Service and Parts Managers
RE: Pre-Delivery Inspection Reminder
TIN NO. TIN-18-00-005

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AFFECTED VEHICLES: All 2018 Models

PURPOSE

Customer satisfaction is a key component to our future success and especially critical when delivering a new vehicle. The Pre-Delivery Inspection (PDI) processes were developed to support dealers to ensure a “fault-free” delivery. During PDI of any new vehicle, it is **very** important to find any issue that might affect our customer’s perception of initial quality and their overall satisfaction with the vehicle.

In the field, there have been customer concerns shortly after delivery about the vehicle having steering wheel off-center, pulling to one side, and directional drift to one side. **Therefore, MMNA would like to emphasize to all dealers to check and address these issues prior to the delivery of the vehicle.**

In the PDI bulletins, TSB-17-00-002 (2018 MY) and TSB-17-00-012 (2018 Outlander PHEV), a step in the Road Test section emphasizes “Steering operation and wheel alignment.” Please check to make sure the steering wheel is centered when the vehicle is traveling straight ahead. The vehicle should track straight on a level surface, without pulling or drifting. Steering wheel alignment is easily identified by the customer because of the “three diamonds” in the middle of the steering wheel.

Addressing these items will have a positive impact on the customer’s perception of the quality of their new Mitsubishi vehicle.

Please refer to the labor operation code table below to submit correct claims.

Model	Labor Operation Code	
	Front	Rear
2018 Mirage	37604040 (Tie Rod Assembly Adjustment)	N/A
2018 Mirage G4		
2018 Eclipse Cross		34000091 (Rear End Alignment)
2018 Outlander		
2018 Outlander PHEV		
2018 Outlander Sport		