

**** TECHNICAL INFORMATION NOTICE ****

DATE: October 25, 2021
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 - Revised
TIN NO. TIN-21-37-001REV

This TIN supersedes TIN-19-37-001 to expand affected models and model years.

AFFECTED VEHICLES: 2018-2022 Eclipse Cross, 2014-2022 Mirage, 2017-2022 Mirage G4, 2014-2020 and 2022 Outlander, 2018-2022 Outlander PHEV, 2016-2022 Outlander Sport

PURPOSE

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 into 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.

1. Clear and focused photos or PDF of the (1) Before and (2) After alignment readings.
2. 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).
3. Please select the correct questionnaire by model:
 - Steering Alignment: 2018-2022 Eclipse Cross
 - Steering Alignment: 2014-2022 Mirage
 - Steering Alignment: 2017-2022 Mirage G4
 - Steering Alignment: 2014-2020 and 2022 Outlander
 - Steering Alignment: 2018-2022 Outlander PHEV
 - Steering Alignment: 2016-2022 Outlander Sport
4. In the PRC select the category "STEER & ALIGN QUESTIONNAIRES."

Also, the steering alignment questionnaire requires additional checks which need to be performed. 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
2014-2022 Mirage	37101040 <i>OR</i> 37604040	N/A
2017-2022 Mirage G4		
2018-2022 Eclipse Cross		
2014-2020 and 2022 Outlander		
2018-2022 Outlander PHEV		
2016-2022 Outlander Sport		34000091