



Service Bulletin: TSB-012

System: Chassis/Suspension

OVERVIEW

The intent of this bulletin is to request an additional inspection during Pre-Delivery Inspection (PDI) or at the 2500-mile interval to ensure durability and performance. Please inspect the installation of the steering gear outer tie rod on the Mullen THREE.



VEHICLE INFORMATION

- Vehicle – 2024 Mullen THREE
- System – Chassis/Suspension
- Issue Date – May 20, 2025
- Affected Vehicle Population – All

TOOLS REQUIRED

1. 24 mm socket
2. Needle nose pliers
3. Ball joint separator
4. Torque wrench capable of 100-200 Nm

SERVICE INFORMATION

Mullen Automotive is sharing its procedure for inspecting the orientation of the steering gear outer tie rod of the Mullen THREE. The tie rod has an orientation arrow that is to be pointing towards the front of the vehicle. If not, please follow the reinstallation procedure.

INSPECTION

1. Tilt the cab. See the owner's manual for instructions.
2. Visual inspection of the steering gear outer tie rod orientation, located on the driver's side of vehicle.
 - The arrow inscribed on the tie rod is to be pointing towards the front of the vehicle.

Outer Tie Rod installed with orientation arrow to front of vehicle



Outer Tie Rod installed with orientation arrow installed to rear of vehicle



3. If tie rod orientation is rearward, proceed with the reinstallation procedure.

REINSTALLATION PROCEDURE

1. Tilt the cab. See the owner's manual for instructions.
2. Remove the cotter pins and untorque castle nuts that secure the tie rod with needle nose pliers.



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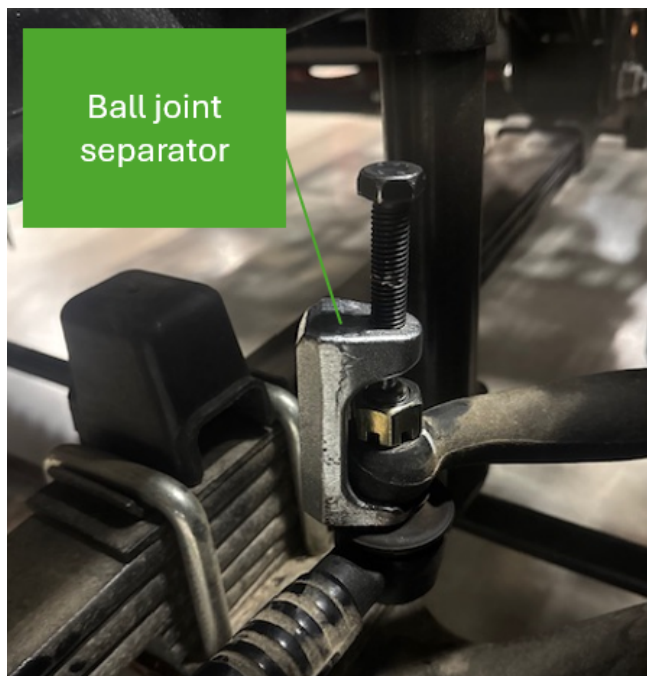
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3. Remove the castle nut and turn it counterclockwise, the base should be aligned with the threads of the ball joint. Note: Please be careful not to damage the threads.



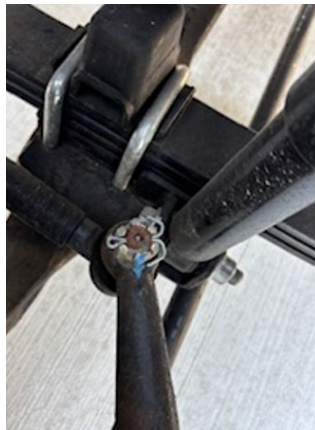
4. Use a ball joint separator tool to disengage the ball joints.



5. Remove the castle nuts and the ball joint separator.
6. Inspect the tie rod and tire for wear.
7. Reinstall the tie rod with a forward orientation.



8. Torque the castle nuts to 130 - 180 Nm, mark the castle nut with a torque witness mark using a china marker.
9. Install the cotter pins and bend the fingers past 90 degrees



10. Perform a test drive of the vehicle in a parking lot for full steering articulation in both directions.

WARRANTY/LABOR TIMES

1. Inspection: 0.2 hours
2. Reinstallation: 0.3 hours
3. Report confirmation of inspection and/or reinstallation to service@mullenusa.com. Please provide photo evidence of forward tie rod orientation.