

**\* \* TECHNICAL INFORMATION NOTICE \* \***

**DATE:** February 14, 2018  
**TO:** Mitsubishi Motors US & Puerto Rico Dealer Service and Parts Managers  
**RE:** 2018 Mitsubishi Eclipse Cross – Important Launch Activities  
**TIN NO.** TIN-18-00-002

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**AFFECTED VEHICLES:** 2018 Eclipse Cross

**PURPOSE**

The highly anticipated 2018 Mitsubishi Eclipse Cross will be arriving in dealer showrooms very soon!

The Eclipse Cross is a very important vehicle to our Mitsubishi brand and contains cutting edge and unique technology. **To ensure a high level of Customer Satisfaction with this vehicle, dealers are requested to submit Product Quality Reports (PQRs) on any vehicle issues you might find, particularly during the vehicle launch period. This is most important during PDI (Pre-Delivery Inspection) where any vehicle issues need to be identified, repaired, and reported prior to customer delivery.** Ensuring a new vehicle is delivered free of any issues will positively impact IQS and CSI - two of our Key Performance Indicators (KPIs). The introduction of quick countermeasures to vehicle issues depends on the speed, detail, timeliness, and accuracy of the information received from our dealers.

Please refer to TT-222-00-001 (in Tech Talk Vol. 222) regarding submitting Product Quality Reports (PQRs). Freeze frame data is mandatory for all diagnostic trouble codes (DTCs). Please do not erase any DTCs until receiving further direction from MMNA. Also, **do not** disconnect the 12V battery before retrieving freeze frame data. Supplemental information such as photos or videos are highly recommended and should be attached to the PQRs.

Please note that PQR attachments have a size limit of 5 Mb each, and 5 attachments per PQR.

Working together as a team, we can quickly identify emerging issues – leading to faster development and implementation of timely countermeasures.