

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

DATE: December 4, 2018  
TO: Mitsubishi Motors US & Puerto Rico Dealer Service and Parts Managers  
RE: Initial Quality Survey (IQS) Issues: Key Fob Registration, Tire/Wheel Imbalance  
TIN NO. TIN-18-00-011

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**AFFECTED VEHICLES:** 2018 – 2019 Eclipse Cross, Outlander, Outlander PHEV, Outlander Sport

**PURPOSE**

MMNA is currently working with MMC (Japan) in an attempt to reduce the number of vehicles that must be repaired during the first 90 days of ownership. This initiative is aimed at increasing new Mitsubishi owner's perception of their recently purchased vehicle. This initiative is also known as **IQS** or **Initial Quality Survey**, and **increasing these scores is critical in making Mitsubishi vehicles better known in the US market**. MMC has identified a small number of frequent repairs that they feel can be easily resolved by identifying when, how, and where the failure occurred.

Two of these items are related to the loss of Key Fob registration and tire/wheel imbalance. To gather additional information related to these two topics MMC/MMNA are releasing two questionnaires that will help MMC identify how these failures are happening. MMNA is requesting its dealer body to assist in this measure and use these questionnaires during the customer interview process.

Please print a copy of the appropriate questionnaire from the MDL and complete the document when reviewing the failure with the customer at the time of vehicle writeup. To find a copy of any questionnaire provided by MMNA please go to:

- MDL > service > service tech resources > Service Related Items > Worksheets, Questionnaires, Job Aids

Once the correct questionnaire is completed, please email the document to:

- mark.watts@na.mitsubishi-motors.com.

Thank you for participating in increasing brand awareness and making Mitsubishi vehicles better for our customers.