

*** * TECHNICAL INFORMATION NOTICE * ***

DATE: June 29, 2022
TO: Mitsubishi Motors US & Puerto Rico Dealer Service and Parts Managers
RE: Wheel Vibration Investigation
TIN NO. TIN-22-31-001

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AFFECTED VEHICLES: 2022 Outlander

PURPOSE:

Investigation of incorrect wheel balance during PDI or shortly after delivery to the customer.

MMNA is currently working with MMC (Japan) to investigate warranty claims that address wheel vibration identified while a technician is performing a Pre-Delivery Inspection (PDI) or shortly after the customer takes delivery of their new vehicle. To obtain quality information that will assist MMC in addressing this issue both MMNA and MMC are asking our dealer partners to complete the following questionnaire. This topic is very important to us all because it directly relates to how a customer may perceive their new vehicle which might impact Mitsubishi's Initial Quality Survey (IQS) scores.

Note: Not all information on this questionnaire is required to be completed by the technician. Please complete the information to the best of your ability and post necessary photos on the PRC

Please email completed questionnaires to Mark Watts: mark.watts@na.mitsubishi-motors.com

As always, thank you for your support in making Mitsubishi a brand that keeps customers returning!

Interview Sheet for Wheel Rebalance - DG

Date: _____

VIN: _____ Mileage: _____

Tire Production Date: _____



*When the dealers find a wheel rebalancing case, please fill in this sheet.

*Additionally, we ask the tech to replace the wheel with a new tire for investigation purposes.

Occurrence symptom

1. When was the wheel vibration found?

- At the port
- During PDI at the dealership
- During driving by the customer

2. Please describe the situation at that time of occurrence in detail.

- A) What type of road was the vehicle driven on?
- B) What was the vehicle speed at that time?
- C) How many people were in the car at that time?

3. Please provide information on weather, temperature, and humidity at the time of the event.

Vehicle inspection and result

4. Regarding the balance weight, please select a suitable state.

- Weight was in the correct position.
- Weight was misaligned.
- The weight came off the wheel. No weight on the wheel.

5. Is there a flat-spotting on the tire? YES or NO

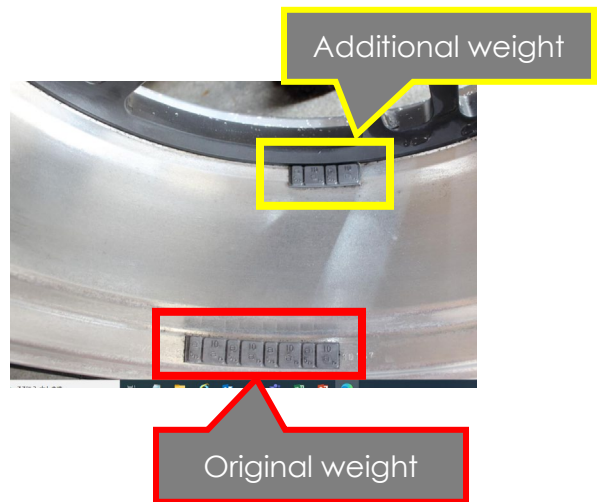
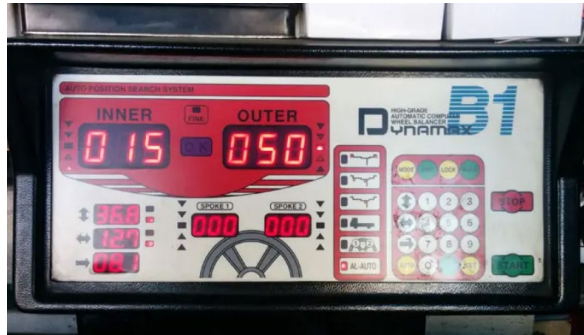
- A) If YES, how many days was the car parked for?
- B) If YES, which tire has the flat-spotting?
- C) What is the tire air pressure on the tire with flat-spotting?
- D) What is the tire size and tire brand?

6. Before rebalancing, remove the vibrated wheel and re-install it; turned by 144 degrees. After that, perform a test drive, and determine if there are any changes to the vibration.

7. Before rebalancing, perform the tire rotation. After that, perform a test drive, and determine if there are any changes.

8. Please take photos of the balancing machine (before/after adjustment) and of the balance weight area.

SAMPLE



Additionally, please tell us which wheel the tech rebalanced.

9. How did the tech rebalance? Please pick a suitable description.

- Removed original weight and attached a brand new balance weight
- Attached brand new balance weight without removing the original weight
- Other repair methods:

How heavy of weight did the tech attach?

Vehicle storage condition at dealer inventory or port.

10. How frequently was the vehicle moved?

11. Was the tire air pressure set higher than the normal condition?

12. Which port did the vehicle come from?

- BALTIMORE
- JACKSONVILLE
- HUENEME
- TACOMA

Thank you so much for your cooperation.