

*** * TECHNICAL INFORMATION NOTICE * ***

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

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This TIN supersedes TIN-22-31-001, issued June 2022, to add 2022 model year Eclipse Cross vehicles, and to update the Interview Sheet.
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AFFECTED VEHICLES: 2022 Outlander and Eclipse Cross

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 Rebalancing - DG and NS

Date: _____ Model: _____

VIN: _____ Mileage: _____

Tire Production Date: _____

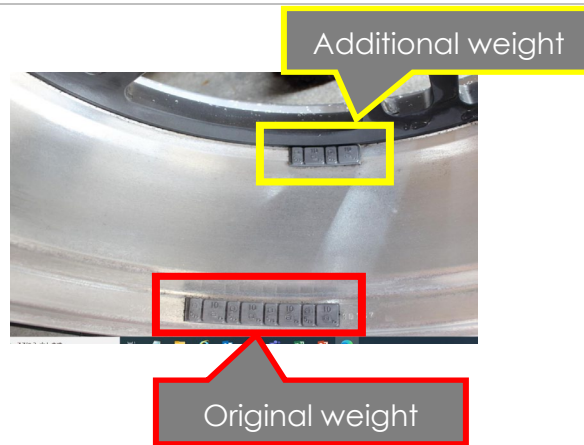
*When dealers find a wheel rebalancing case, please complete this sheet.

*Additionally, please replace the tire with a new one (for investigation purposes).

Vehicle inspection and result

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

SAMPLE



Please tell us which wheel was rebalanced.

2. Please take photos of the tire (Production date and brand name).

