

*** * TECHNICAL INFORMATION NOTICE * ***

DATE: May 25, 2023
TO: Mitsubishi Motors US & Puerto Rico Dealer Service and Parts Managers
RE: Wheel Vibration Investigation - Revised
TIN NO. TIN-22-31-001REV4

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This TIN supersedes TIN-22-31-001REV3, issued February 2023, to update the affected vehicles.

AFFECTED VEHICLES:

2022-2023 Eclipse Cross
2022-2023 Outlander
2023 Outlander Plug-in Hybrid

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: 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 - Eclipse Cross, Outlander & Outlander Plug-in Hybrid

Date: _____ Model: _____

VIN: _____ Mileage: _____

Tire Production Date: _____

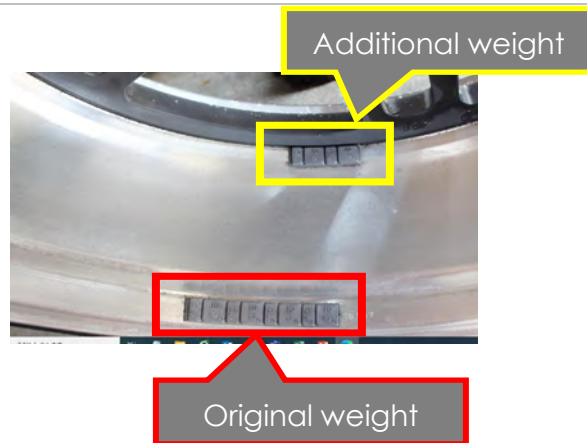
Model (check one): Eclipse Cross Outlander Outlander Plug-in Hybrid

- When dealers find a wheel rebalancing case, please complete this sheet.
- Techs should replace the wheel with a new tire (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).



3. Please take a photo of wheel condition.

*MMC would like to know if some objects such as snow are/were stuck inside the wheel.

SAMPLE



Occurrence situation and frequency

4. When does the wheel vibration occur?:

- Right after starting and driving the vehicle (Mileage: Under 3 miles)
- After a short drive (Between 3 miles to 10 miles)
- After a long drive (Over 10 miles)

5. Frequency/details of occurrence: What type of noise is heard if any?:

- Vibration eliminated after noise occurs
- Vibration becomes a little better after a short drive, but vibration is still present
- Vibration eliminated after a short drive
- Once vibration begins, it continues despite road type/condition

Please explain what eliminates noise/vibration, if anything. For example, driving over a bump:

6. Road conditions:

6a. Did the customer drive over a bump etc. when the noise occurred? YES / NO

6b. Do road conditions affect noise occurrence? YES/ NO

If YES, what type of road(s)?

7. When the noise began, had the vehicle recently serviced by a dealer?:

YES (PDI / Periodic inspection / Tire replacement / other / NO