

*** * TECHNICAL INFORMATION NOTICE * ***

DATE: July 6, 2018
TO: Mitsubishi Motors US & Puerto Rico Dealer Service and Parts Managers
RE: Release of New PQR (Product Quality Reporting) System
TIN NO. TIN-18-00-008

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AFFECTED VEHICLES: All Models and Years

PURPOSE

There is good news for those dealers/technicians who complete Product Quality Reports. MMNA is launching a new Product Quality Reporting (PQR) system effective early July, 2018. This new PQR system replaces the old PQR system and is designed to be more user friendly and will enhance communications between MMNA and the dealers.

The new PQR system is on the MDL in the same location as the old PQR system:

MDL > service > systems > Product Quality Reporting (PQR)

Also in the same location on the MDL is a "PQR Usage Guide" which will help technicians understand how to "Add a New" or "Search" for previously submitted PQRs. The new Search feature will enable technicians to confirm the PQR status and provide an opportunity to directly reply to comments or questions posed by MMNA.

NOTE: Many times, Mitsubishi technicians are the first to see product issues that MMNA addresses throughout the year. **It is critical that communication between the dealer technician and MMNA product support stays current. The best way for information to get to MMNA is through the dealer Product Quality Reporting System or PQR.** Please keep in mind that you, the Mitsubishi technician, are first to see these emerging issues at your dealership and understand you play a critical role in making the Mitsubishi brand better.

If you have any questions, please do not hesitate to contact your District Parts and Service Manager.