

Technical Service Bulletin

NUMBER: 13-01-99

GROUP: Frame

DATE: Jul 30, 1999

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SUBJECT:

Snapping Noise From Front Suspension Area

OVERVIEW:

This bulletin involves increasing the torque on the front crossmember rear two mounting bolts.

MODELS:

2000 (PL) Neon

NOTE: THIS BULLETIN APPLIES TO VEHICLES BUILT PRIOR TO APRIL 21, 1999 (MDH 0421XX).

SYMPTOM/CONDITION:

A snapping noise, that appears to be coming from the front suspension. This noise occurs when the vehicle undergoes certain rough road conditions that generate a large suspension input such as potholes, speed bumps, washboards.

REPAIR PROCEDURE:

1. Raise the vehicle on a suitable hoist to gain access to the front crossmember rear mounting bolts.
2. Increase the torque to the front crossmember rear two mounting bolts to 237 N•m (175 ft. lbs.) and lower the vehicle.

NOTE: THE 2000 NEON SERVICE MANUAL (81-270-0025) PAGE 13-8, STEP 4 WILL BE UPDATED TO REFLECT THIS TORQUE CHANGE. ANY TIME THE FRONT CROSSMEMBER IS REMOVED OR REPLACED, THE NEW TORQUE MUST BE USED.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No: 13-30-01-910.2 Hrs.

FAILURE CODE: XX – Service Adjustment