

Technical Service Bulletin

NUMBER: 23-50-99

GROUP: Body

DATE: Nov. 12, 1999

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SUBJECT:

Instrument Panel Creak

OVERVIEW:

This bulletin involves bending the cowl reinforcement panel away from the cowl top panel.

MODELS:

2000 (PL) Neon

NOTE: THIS BULLETIN APPLIES TO VEHICLES BUILT FROM JUNE 1, 1999 (MDH 0601XX) TO OCTOBER 4, 1999 (MDH 1004XX).

SYMPTOM/CONDITION:

A creaking noise occurs while the vehicle is driven through sudden/quick turns or over bumps. The noise appears to originate from the right hand side of the instrument panel area. The noise is created by metal to metal contact of the cowl reinforcement panel and cowl top panel.

DIAGNOSIS:

Drive the vehicle in an open parking lot. Make several turns or go over speed bumps in the parking lot. If the creaking is heard, perform the Repair Procedure.

REPAIR PROCEDURE:

THIS REPAIR IS COMPATIBLE WITH DAIMLERCHRYSLER'S MOBILE SERVICE PROGRAM AND DOES NOT REQUIRE HOISTS OR OTHER FULL SERVICE FACILITY SPECIAL EQUIPMENT.

1. Remove the windshield wiper arms following the procedure in the 2000 Neon Service Manual (Publication No. 81-270-0025) page 8K-5.
2. Remove the cowl screen cover following the procedure in the 2000 Neon Service Manual (Publication No. 81-270-0025) page 23-27.
3. Using Figure 1 as a reference, locate the area of the cowl reinforcement panel to be modified. Remove the excess sealer to allow access as needed. A mirror positioned to show the underside of the cowl top will help in locating the contact areas.
4. Use a screwdriver and bend the top of the cowl reinforcement panel down and away from the cowl top panel. A minimum clearance of 2.0 mm (.078 inch) should be obtained between the two panels (Figure 2).

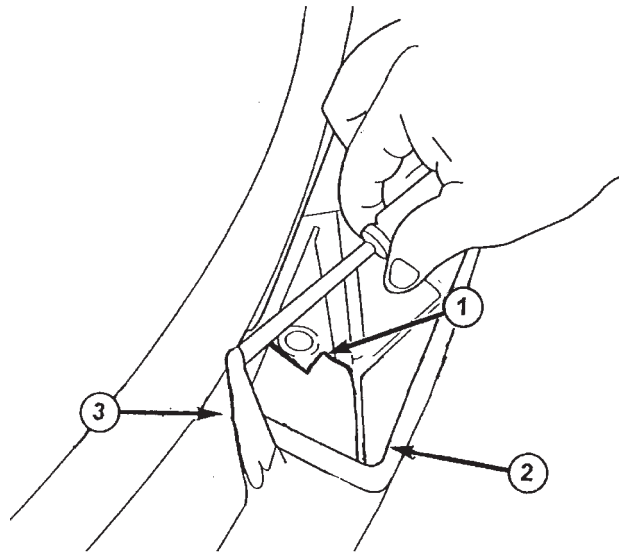


FIGURE 1

1-	AREA TO BE BENT APART SHOWN REFLECTED IN MIRROR
2-	MIRROR PLACED IN COWL AREA TO SHOW CONTACT AREA
3-	COWL TOP

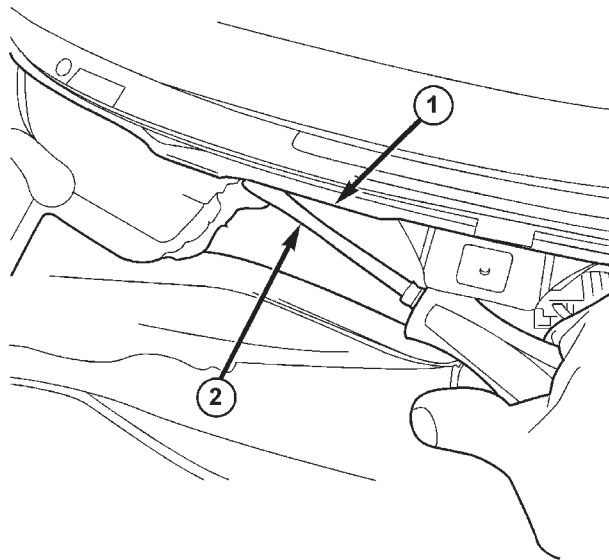


FIGURE 2

1-	COWL TOP PANEL
2-	SCREWDRIVER SHOWN IN POSITION TO CREATE CLEARANCE

5. Use Mopar Body Sealer (p/n 04318026) or equivalent to fill in the space created between the cowl reinforcement panel and the cowl top panel and in the area where the sealer was removed to gain access to the panels.

- 6. Install the cowl screen cover.
- 7. Install the windshield washer arms.

POLICY: Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:
Labor Operation No: 23-50-01-93 0.3 Hrs.

FAILURE CODE: AM – Authorized Modification