

Distributor/Dealer Service Instructions for:

# Safety Recall No. 826 – Lower Control Arms

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## Models

2000 (PL) Chrysler Neon

*NOTE: This recall applies only to the above vehicles built through January 27, 1999 (MDH 012718).*

*IMPORTANT: Many of the vehicles within the above build period have already been inspected or repaired and, therefore, have been excluded from this recall.*

**IMPORTANT:** Some of the involved vehicles may be in Distributor/Dealer new vehicle inventory. Distributors/ Dealers should complete this recall service on these vehicles before retail delivery. Distributors/ Dealers should also consider this requirement to apply to used vehicle inventory and should perform this recall on vehicles in for service as determined by using the DIAL VIP System.

## Subject

The front suspension lower control arm pivot tubes on about 750 of the above vehicles may be improperly welded and could separate from the lower control arms. Separation of the pivot tube may result in a loss of vehicle control and cause an accident without warning.

## Repair

Both front suspension lower control arms must be replaced.

## Parts Information

| Part Number     | Description                      |
|-----------------|----------------------------------|
| <b>CBA08260</b> | <b>Lower Control Arm Package</b> |

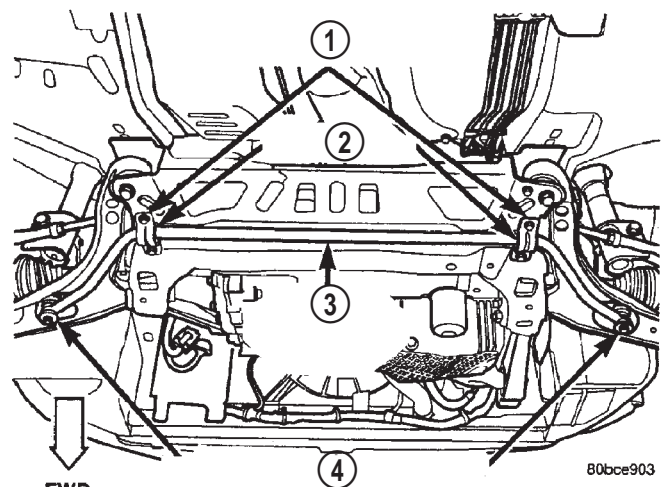
Each package contains the following components:

| Quantity | Description               |
|----------|---------------------------|
| 1        | Lower Control Arm — Left  |
| 1        | Lower Control Arm — Right |
| 2        | Pinch Bolts               |
| 2        | Nuts                      |

**Each Distributor/Dealer** to whom vehicles in the recall were invoiced (or the current Distributor/Dealer at the same street address) will receive enough Lower Control Arm Packages to service about 25% of those vehicles.

## Service Procedure

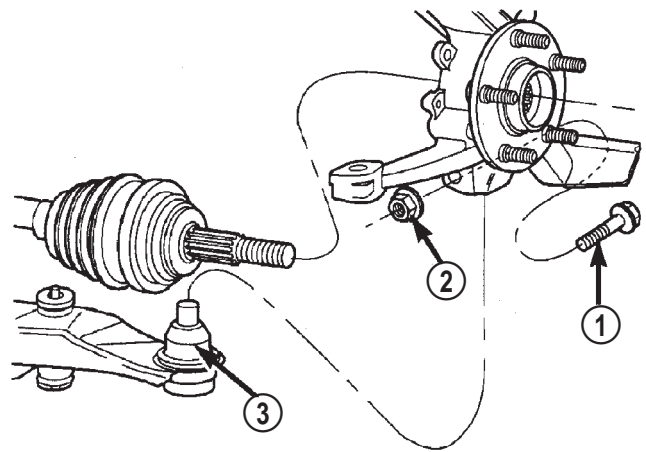
1. Raise the vehicle on an appropriate hoist.
2. Remove both front wheel and tire assemblies.
3. Remove both front stabilizer bar link bolts from the lower control arms by holding the upper retainer/nut with a wrench and turning the link bolt (Figure 1).
4. Loosen the stabilizer bar cushion retainer bolts and rotate the ends of the stabilizer bar downward (Figure1).



|     |                                  |
|-----|----------------------------------|
| FWD | FORWARD                          |
| 1-  | STABILIZER BAR CUSHION RETAINERS |
| 2-  | CUSHIONS                         |
| 3-  | FRONT STABILIZER BAR             |
| 4-  | STABILIZER BAR LINKS             |

**FIGURE 1**

5. Remove the nut and pinch bolt that clamp the left ball joint stud to the steering knuckle (Figure 2). Discard the pinch bolt and nut.
6. Separate the left ball joint stud from the steering knuckle by prying down on the lower control arm and up against the ball joint boss on the steering knuckle (Figure 3).



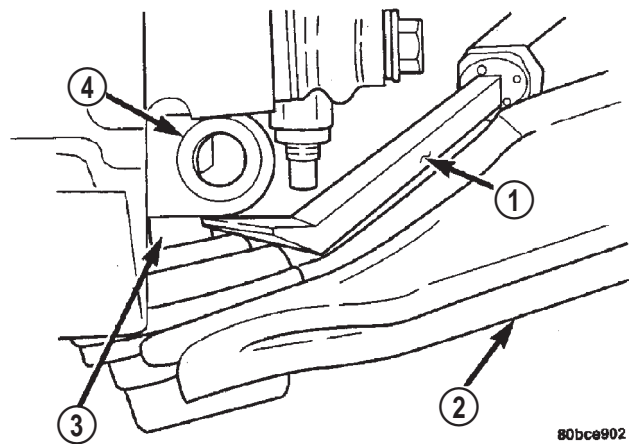
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|    |            |
|----|------------|
| 1- | PINCH BOLT |
| 2- | NUT        |
| 3- | BALL JOINT |

FIGURE 2

**NOTE: It is not necessary to disconnect the axle shaft. Do not pull outward on the steering knuckle as this may cause axle shaft separation and/or C/V joint boot damage.**

7. Remove the front pivot bolt that attaches the left lower control arm to the front suspension crossmember (Figure 4).
8. Remove the rear pivot bolt that attaches the left lower control arm to the front suspension crossmember and frame rail (Figure 4).
9. Remove and discard the left lower control arm.
10. Install the new left lower control arm into the crossmember.
11. Loosely install the front lower control arm to front suspension pivot bolt and flag nut (Figure 4).



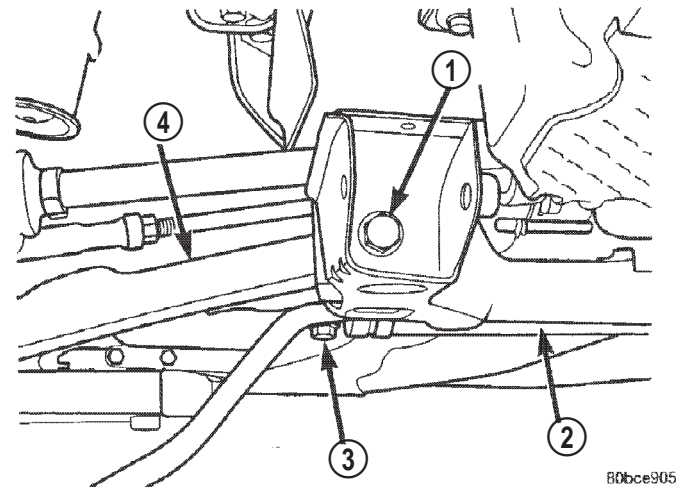
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|    |                   |
|----|-------------------|
| 1- | PRY BAR           |
| 2- | LOWER CONTROL ARM |
| 3- | BALL JOINT STUD   |
| 4- | STEERING KNUCKLE  |

FIGURE 3

12. Loosely install the rear lower control arm pivot bolt (Figure 4).
13. Position the lower control arm at curb height.

**NOTE: The lower control arm will remain at curb height once the rear pivot bolt is installed due to rear bushing stiffness unless the stabilizer bar or steering knuckle is connected or weight is applied to the arm.**



|    |                   |
|----|-------------------|
| 1- | FRONT BOLT        |
| 2- | CROSSMEMBER       |
| 3- | REAR BOLT         |
| 4- | LOWER CONTROL ARM |

**FIGURE 4 – Right Side Shown**

14. Torque the rear lower control arm pivot bolt to 175 ft–lbs (237 N·m) (Figure 4).
15. Torque the front lower control arm pivot bolt to 125 ft–lbs (170 N·m) (Figure 4).
16. Rotate the lower control arm ball joint stud so that the notch in the stud is in–line with the steering knuckle pinch bolt hole.
17. Install the lower control arm ball joint stud into the steering knuckle. Make sure that the stud is fully engaged in the knuckle and that the top of the stud protrudes through the knuckle.

**CAUTION: Be careful not to tear or cut the lower control arm ball joint boot.**

18. Install a new pinch bolt and nut (Figure 2). Torque the pinch bolt and nut to 70 ft–lbs (95 N·m).
19. Remove the nut and pinch bolt that clamp the right ball joint stud to the steering knuckle (Figure 2). Discard the pinch bolt and nut.
20. Separate the right ball joint stud from the steering knuckle by prying down on the lower control arm and up against the ball joint boss on the steering knuckle (Figure 3).

**NOTE: It is not necessary to disconnect the axle shaft. Do not pull outward on the steering knuckle as this may cause axle shaft separation and/or C/V joint boot damage.**

21. Remove the lower engine torque strut bolts and then remove the lower engine torque strut (Figure 5).

22. Remove the front pivot bolt that attaches the right lower control arm to the front suspension crossmember (Figure 4).

23. Remove the rear pivot bolt that attaches the right lower control arm to the front suspension crossmember and frame rail (Figure 4).

24. Remove and discard the right lower control arm.

25. Install the new right lower control arm into the crossmember.

26. Loosely install the front lower control arm to front suspension pivot bolt and flag nut (Figure 4).

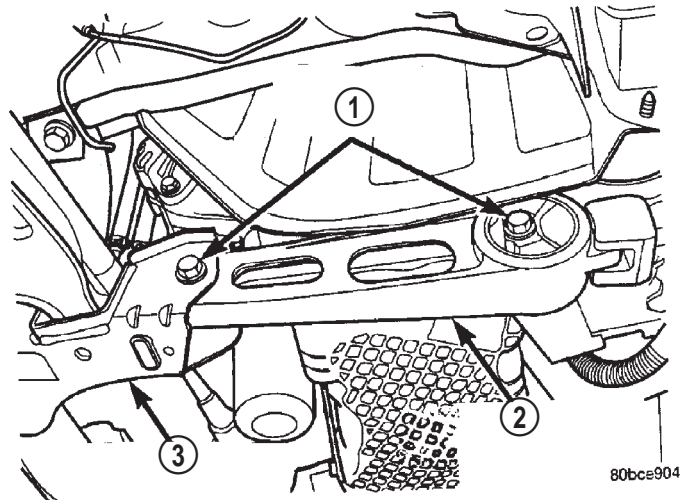
27. Loosely install the rear lower control arm pivot bolt (Figure 4).

28. Position the lower control arm at curb height.

**NOTE: The lower control arm will remain at curb height once the rear pivot bolt is installed due to rear bushing stiffness unless the stabilizer bar or steering knuckle is connected or weight is applied to the arm.**

29. Torque the rear lower control arm pivot bolt to 175 ft–lbs (237 N·m) (Figure 4).

30. Torque the front lower control arm pivot bolt to 125 ft–lbs (170 N·m) (Figure 4).



|    |                              |
|----|------------------------------|
| 1- | MOUNTING BOLTS               |
| 2- | ENGINE TORQUE STRUT          |
| 3- | FRONT SUSPENSION CROSSMEMBER |

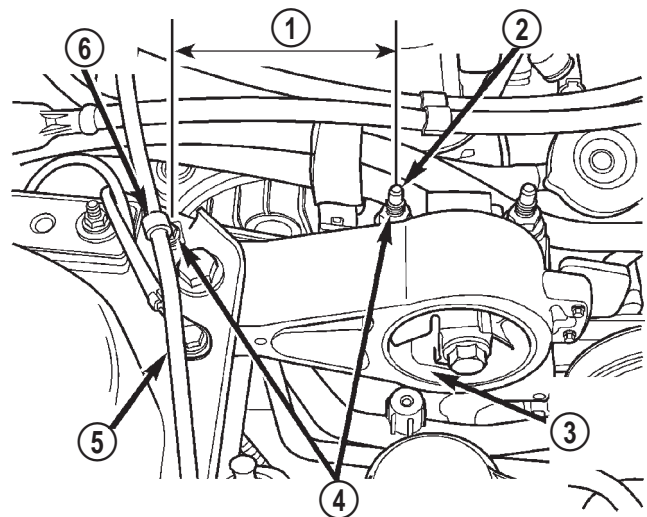
**FIGURE 5**

31. Rotate the lower control arm ball joint stud so that the notch in the stud is in line with the steering knuckle pinch bolt hole.
32. Install the lower control arm ball joint stud into the steering knuckle. Make sure that the stud is fully engaged in the knuckle and that the top of the stud protrudes through the knuckle.

**CAUTION: Be careful not to tear or cut the lower control arm ball joint boot.**

33. Loosely install the lower engine torque strut (Figure 5).
34. Using a pry bar or similar tool, adjust the lower engine torque strut position until the distance between the center of the rear attaching stud on the left upper engine mount and the center of the hole for the washer hose clip on the shock tower bracket is 4.70“ (119 mm) (Figure 6). Tighten the lower torque strut bolts to 87 ft–lbs (118N·m).

35. Install a new pinch bolt and nut (Figure 2). Torque the pinch bolt and nut to 70 ft–lbs (95 N·m).
36. Rotate the stabilizer bar ends into mounting position.
37. Clean all grease, oil and loose material from the stabilizer bar link bolts. Apply two (2) drops of Mopar Lock and Seal (PN 4318031) or equivalent, to the last ½ inch of threads for each bolt.



38. Install both stabilizer bar links (Figure 1). Start each stabilizer bar link bolt with bushing from the bottom, through the stabilizer bar, inner link bushing, lower control arm and then into the upper retainer/nut and bushing. **DO NOT TIGHTEN.**

|    |  |
|----|--|
| 1- | 4.70" (119 mm)   |
| 2- | REAR NEGINE MOUNT STUD   |
| 3- | UPPER TORQUE STRUT   |
| 4- | ADJUST LOWER TORQUE STRUT POSITION UNTIL DISTANCE BETWEEN CENTER OF REAR ENGINE MOUNT STUD AND CENTER OF WASHER HOSE CLIP HOLE IS 4.70" (119 mm) |
| 5- | WASHER HOSE  |
| 6- | WASHER HOSE CLIP   |

39. Install the front wheel and tire assemblies. Torque the lug nuts to 95 ft–lbs (129N·m)

**FIGURE 6**

- 40. Lower the vehicle.
- 41. With the vehicle at curb height, torque the stabilizer link bolts to 260 in-lbs (29 N·m) (Figure 1).

**NOTE: It may be necessary to put the vehicle on a platform hoist or alignment rack to gain access to the stabilizer bar mounting bolts with the vehicle at curb height.**

- 42. Torque the stabilizer bar cushion retainer bolts to 250 in-lbs (28 N·m) (Figure1).
- 43. Adjust the front suspension toe setting to specification (Individual Toe --- 0.05° +/- 0.10 IN, Total Toe --- 0.10° +/- 0.20 IN).

**Completion Reporting and Reimbursement**

Claims for vehicles that have been serviced must be submitted on the DIAL System. **Claims submitted will be used by DaimlerChrysler to record recall service completions and provide Distributor/Dealer payments.**

Use the following labor operation number and time allowance:

|   | <b>Labor<br/>Operation<br/>Number</b> | <b>Time<br/>Allowance</b> |
|---|---------------------------------------|---------------------------|
| Replace both lower control arms and adjust toe to specification | 02826182                              | 1.9 hours                 |

Add the cost of the recall parts package plus applicable Distributor/Dealer allowance to your claim.

**NOTE: See the Warranty Administration Manual, Recall Claim Processing Section, for complete recall claim processing instructions**

**Parts Return**

Not required.

### **Distributor/Dealer Notification and Vehicle List**

**Each Distributor/Dealer to whom involved vehicles were invoiced** (or the current Distributor/Dealer at the same street address) **will receive a list of their involved vehicles.** The vehicle list is arranged in Vehicle Identification Number (VIN) sequence. The lists are for Distributor/Dealer reference in arranging for service of involved vehicles.

### **DIAL System Functions 53 and VIP**

All involved vehicles will be entered to DIAL System Functions 53 and VIP at the time of recall implementation for Distributor/Dealer inquiry as needed.

Function 53 provides involved Distributor/Dealers with an updated VIN list of their incomplete vehicles. Completed vehicles are removed from Function 53 within several days of repair claim submission. To use this system, type "53" at the "ENTER FUNCTION" prompt, then type "ORD826".

### **Owner Notification and Service Scheduling**

All involved vehicle owners should be notified of the service requirement by their Distributor/Dealer. Owners are requested to schedule appointments for this service. A sample copy of the owner notification letter is attached.

### **Vehicle Not Available**

If a vehicle is not available for service for a known reason, let us know by describing the reason on a postcard and mail to:

DaimlerChrysler Corporation  
CIMS 482-00-85  
800 Chrysler Drive East  
Auburn Hills, Michigan 48326-2757

## **Safety Recall No. 826 -- Lower Control Arms**

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Please include the VIN number, campaign number and current owner information, if available.

Following the above procedures will expedite the processing of your claim.

### **Additional Information**

If you have any questions or need assistance in completing this action, please contact your International Service and Parts manager.

International Service and Parts  
DaimlerChrysler Corporation

# DAIMLERCHRYSLER

## ***SAFETY RECALL TO REPLACE YOUR VEHICLE'S LOWER CONTROL ARMS***

Dear Neon Owner:

DaimlerChrysler Corporation has determined that a defect, which relates to motor vehicle safety, exists in some **2000 model year Chrysler Neon vehicles**.

- The problem is...***      **The front suspension lower control arm pivot tubes on your Neon may be improperly welded and could separate from the lower control arms. Separation of the pivot tube could result in a loss of vehicle control and cause an accident without warning.**
- What DaimlerChrysler and your dealer will do...***      **DaimlerChrysler will repair your vehicle free of charge (parts and labor).** To do this, your dealer will replace both front suspension lower control arms. The work will take about two hours to complete. However, additional time may be necessary depending on how dealer appointments are scheduled and processed.
- What you must do to ensure your safety...***      Simply **contact your dealer** right away to schedule a service appointment. Ask the dealer to hold the parts for your vehicle or to order them before your appointment.
- If you need help...***      If you have trouble getting your vehicle repaired, please contact the DaimlerChrysler Distributor nearest your location. A representative will assist you in getting your vehicle repaired. This information can be found in the Customer Assistance section of your Owner's Manual.

We apologize for any inconvenience, but we are sincerely concerned about your safety. Thank you for your attention to this important matter.

International Service and Parts  
DaimlerChrysler Corporation

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***Buckle up  
for Safety***