# DaimlerChrysler

September 1999

Dealer Service Instructions for:

# Emissions Recall No. 8331 (Vehicles Located Out of California) Emissions Recall No. 8332 (Vehicles Located in California) Reprogram PCM — Excess Hydrocarbons

#### **Models**

#### 2000 (PL) Dodge and Plymouth Neon

- NOTE: Recall No. 8331 applies only to certain vehicles built **through** February 4, 1999 **(MDH 020406)**.
  - ➤ Recall No. 8332 applies only to certain vehicles built **through** December 22, 1998 **(MDH 122208).**

#### Subject

The Powertrain Control Module (PCM) on about 100 of the above vehicles may cause the vehicle to emit hydrocarbon (HC) levels which exceed Federal and/or California Emission Standards.

#### Repair

The Powertrain Control Module must be reprogrammed (flashed).

#### **Parts Information**

Each dealer to whom vehicles in the recall were invoiced (or the current dealer at the same street address) will receive enough Authorized Software Update labels and Authorized Modifications labels to service 100% of those vehicles. Additional labels may be ordered as needed.

#### **Parts Information (Continued)**

Each vehicle requires application of the following labels:

<u>Part Number</u>	<b>Description</b>
04669020	Authorized Software Update Label
04275086	Authorized Modifications Label

# **Service Procedure**

The MDS2 (Mopar Diagnostic System) with the DRB III<sub>®</sub> (Diagnostic Readout Box scan tool) operating at CIS CD2040 or higher is required to perform this repair.

#### A. Reprogram the PCM:

- 1. Log onto the MDS2 system.
- 2. Connect the MDS2 and DRB III to the vehicle and switch the **IGNITION KEY TO "ON".**
- 3. Use the arrow keys and select #2 CONNECT TO MDS1 OR MDS2 on the DRB III MAIN MENU SCREEN.
- 4. Use the arrow keys and select **#2 RUN MDS2 APPLICATION** on the DRB III MAIN MENU SCREEN.

NOTE: Once MDS2, DRB III and vehicle communication have been established, the CANNOT READ VIN FROM DRB III message will be replaced by the VEHICLE VIN. Press the "OK" button to request a MDS2 SESSION FOR THE VEHICLE VIN INDICATED. Press the "OK" button when asked to begin the session.

5. Push the **FLASH TAB** on the MDS2.

#### **Service Procedure (Continued)**

6. Select **READ PART NUMBERS FROM VEHICLE** and click **SHOW UPDATES** on the MDS2. Press the "OK" button.

NOTE: If the PCM on the vehicle has already been updated or reprogrammed, a Flash Update Information Box will appear that says "Part number (updated part number is displayed) is up to date and does not require any new updates." Verify that the part number of the PCM (or previously installed authorized software update label) matches the part number displayed on the MDS. Press the "OK" button, then continue with Step C.

- 7. Select the **NEW SOFTWARE PART NUMBER** with the light pen and click **UPDATE CONTROLLER SOFTWARE**.
- 8. The MDS2 and DRB III will prompt for any operator action needed during the remainder of the reprogramming process.

## **B.** Install Authorized Software Update Label:

Type or print (with a ballpoint pen) the necessary information on the "Authorized Software Update" label (Figure 1) and attach it to the PCM. Cover the label with the clear plastic portion of the label.

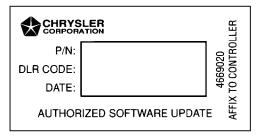


Figure 1

# **C. Install the Authorized Modifications Label:**

Type or print (with a ballpoint pen) the necessary information shown in Figure 2 onto the Authorized Modifications Label. Then attach the label near the VECI label.

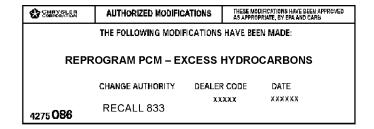


Figure 2

#### **Service Procedure (Continued)**

#### D. Complete Proof of Correction Form for California Residents:

This recall is subject to the <u>State of California Registration</u> <u>Renewal/Emissions Recall Enforcement Program</u>. Complete a Vehicle Emission Recall Proof of Correction Form (<u>Form No. 81-016-1053</u>) and <u>supply it to vehicle owners residing in the state of California</u> for proof that this recall has been performed when they renew the vehicle registration.

#### **Completion Reporting and Reimbursement**

Claims for vehicles which have been serviced must be submitted on the DIAL System. Claims submitted will be used by DaimlerChrysler to record recall service completions and provide dealer payments.

Use one of the following labor operation numbers and time allowances:

	Labor Operation <u>Number</u>	Time <u>Allowance</u>
PCM Update Previously Performed	08833181	0.2 hours
Reprogram Powertrain Control Module	08833182	0.5 hours

Add the cost of the labels plus applicable dealer allowance to your claim.

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

#### **Parts Return**

Not Applicable

#### **Dealer Notification and Vehicle List**

All dealers will receive a copy of this dealer recall notification letter by first class mail. Two additional copies will be sent through the DCMMS, and the MDS2 will be updated to include this recall in the near future. Each dealer to whom involved vehicles were invoiced (or the current 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. Owners known to DaimlerChrysler are also listed. The lists are for 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 dealer inquiry as needed.

Function 53 provides <u>involved</u> dealers with an updated VIN list of <u>their incomplete</u> vehicles. The customer name, address and phone number are listed if known. 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 "ORD8331" (vehicles located out of California) or "ORD8332" (vehicles located in California).

## **Owner Notification and Service Scheduling**

All involved vehicle owners known to DaimlerChrysler are being notified of the service requirement by first class mail. They are requested to schedule appointments for this service with their dealers. A copy of the owner notification letter is attached.

Enclosed with each owner notification is an Owner Notification Form. The involved vehicle and recall are identified on the form for owner or dealer reference as needed.

#### **Vehicle Not Available**

If a vehicle is not available for service for a known reason, let us know by filling out the pre-addressed Owner Notification Form or describe the reason on a postcard and mail to:

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

# **Additional Information**

If you have any questions or need assistance in completing this action, please contact your Zone Service Office.

Customer Services Field Operations
DaimlerChrysler Corporation

# DaimlerChrysler

# EMISSIONS RECALL TO REPROGRAM YOUR VEHICLE'S POWERTRAIN CONTROL MODULE

Dear Neon Owner:

DaimlerChrysler has determined that some 2000 model year Dodge and Plymouth Neon vehicles may be in violation of Federal Emissions Standards.

The problem is... The Powertrain Control Module (PCM) on your Neon (identified on

the enclosed form) may cause the vehicle to emit hydrocarbon levels which exceed Federal Emission Standards. These standards were

established to protect the public health from the dangers of air pollution.

What DaimlerChrysler and your dealer will do...

**DaimlerChrysler will repair your vehicle free of charge (parts and labor).** To do this, your dealer will reprogram your vehicle's powertrain control module. The work will take about ½ hour to complete. However, additional time may be necessary depending on how dealer appointments

are scheduled and processed.

What you must do...

- Simply **contact your dealer** right away to schedule a service appointment.
- ➤ Bring the enclosed Owner Notification Form with you to your dealer. It identifies the required service to the dealer.

If you need help...

If you have trouble getting your vehicle repaired, please call the **DaimlerChrysler Customer Assistance Center, toll free, at 1-800-992-1997**. A representative will assist you in getting your vehicle repaired.

In order to ensure your full protection under the emission warranty made applicable to your vehicle under Federal law and your right to participate in future recalls, it is recommended that you have your vehicle serviced as soon as possible. Failure to do so could legally be determined to be a lack of proper maintenance of your vehicle. Further, without this repair, your vehicle may fail a state or local emission inspection test.

We are sorry for any inconvenience but trust you understand our interest in clean air and your continued satisfaction with our products. Thank you for your attention to this important matter.

Buckle up for Safety Customer Services Field Operations
DaimlerChrysler Corporation

8331

#### DaimlerChrysler

# EMISSIONS RECALL TO REPROGRAM YOUR VEHICLE'S POWERTRAIN CONTROL MODULE

Dear Neon Owner:

DaimlerChrysler has determined that some 2000 model year Dodge and Plymouth Neon vehicles may be in violation of California Emissions Standards.

The problem is...

The Powertrain Control Module (PCM) on your Neon (identified on the enclosed form) may cause the vehicle to emit hydrocarbon levels which exceed California Emission Standards. These standards were established to protect the public health from the dangers of air pollution.

Hydrocarbons (unburned fuel) combined with oxides of nitrogen, in the presence of sunlight, can cause the formation of ozone. These pollutants are the primary components of smog.

What DaimlerChrysler and your dealer will do...

**DaimlerChrysler will repair your vehicle free of charge (parts and labor).** To do this, your dealer will reprogram your vehicle's powertrain control module. The work will take about ½ hour to complete. However, additional time may be necessary depending on how dealer appointments are scheduled and processed.

What you must do...

- Simply contact your dealer right away to schedule a service appointment.
- ➤ Bring the enclosed Owner Notification Form with you to your dealer. It identifies the required service to the dealer.

If you live in California and don't get this done...

The State of California requires the completion of emission recall repairs prior to vehicle registration renewal. In addition, the State requires that every vehicle must pass an emission test (SMOG Check) every two years and before it is sold. Without the free service we are providing, your vehicle may be more likely to fail this test and require that you make costly repairs.

Buckle up for Safety

(over) 8332

How the state knows that the recall has been performed...

State of California regulations require DaimlerChrysler to provide the Department of Motor Vehicles with a record of all vehicles that have not had the recall service performed. If you live in the state of California and your vehicle is not on this list, the state will know that the recall has been completed.

Your dealer will provide you with a Vehicle Emission Recall Proof of Correction Form after the recall service is completed. Be sure to save this form since the California Department of Motor Vehicles may require that you supply it as proof of recall completion.

If you need help...

If you have trouble getting your vehicle repaired, please call the DaimlerChrysler Customer Assistance Center, toll free, at 1-800-992-1997. A representative will assist you in getting your vehicle repaired.

In order to ensure your full protection under the emission warranty provisions, it is recommended that you have your vehicle serviced as soon as possible. Failure to do so could be determined as lack of proper maintenance of your vehicle.

We are sorry for any inconvenience but trust you understand our interest in clean air and your continued satisfaction with our products. Thank you for your attention to this important matter.

Customer Services Field Operations
DaimlerChrysler Corporation
8332