

Dealer Service Instructions for:

## Safety Recall No. 972 – Tire Label

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### Models

**2001 (PL) Dodge Neon R/T**

*NOTE: This recall applies only to the above vehicles built through October 24, 2000 (MDH 1024XX).*

**Safety Recall No. 961 also involves tire label replacement, but applies to 2001 model year Neon vehicles equipped with the Sport Appearance Package. To ensure prompt payment and accurate service completions, dealers must verify which recall the vehicle is involved in prior to submitting a claim.**

**IMPORTANT:** Some of the involved vehicles may be in dealer new vehicle inventory. **Federal law requires you to stop sale and complete this recall service on these vehicles before retail delivery.** Dealers should also consider this requirement to apply to used vehicle inventory and should perform this recall on vehicles in for service. Involved vehicles can be determined by using the DIAL VIP System.

### Subject

An incorrect tire label may have been installed on about 130 of the above vehicles. The label specifies the wrong recommended tire size and, therefore, does not conform to the requirements of Federal Motor Vehicle Safety Standard (FMVSS) No. 110 – Tire Selection and Rims.

### Repair

A new tire label must be installed over the vehicle's original label.

New tire labels are being mailed directly to all vehicle owners known to DaimlerChrysler with the Owner Notification letter. The owners are requested to install the label themselves or, if preferred, to arrange for dealer installation of the owner-supplied label without charge.

**Parts Information**

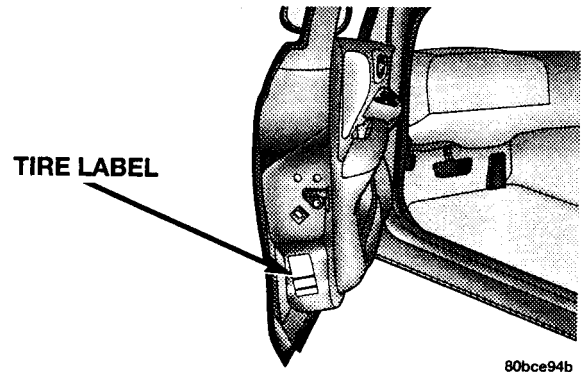
Each dealer to whom vehicles in the recall were invoiced (or the current dealer at the same street address) will receive enough labels (included with the vehicle list) to service **100% of unsold vehicles** according to our records.

If an owner’s label is lost, or if dealers require more labels for inventory vehicles, additional tire labels, **P/N 04656997AA** or **P/N 04656997AB**, may be ordered as needed.

**Service Procedure**

Apply the tire label as follows:

1. Open the driver’s door and locate the original tire label as shown in Figure 1.
2. Clean the surface of the original tire label and apply the new label directly over it, covering the original label.



**Figure 1**

**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 dealer payments.

Use the following labor operation number and time allowance:

	<b>Labor Operation Number</b>	<b>Time Allowance</b>
Install tire label	23-97-21-82	0.2 hours

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 have been entered to DIAL System Functions 53 and VIP for dealer inquiry as needed.

Function 53 provides involved dealers with an updated VIN list of their incomplete 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 “ORD972”.

**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 install the supplied tire label over the original label on their vehicle. Any owner who prefers not to install the label is asked to schedule an appointment for the service with their dealer. A copy of the owner letter is attached.

Enclosed with each owner letter 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, 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

## SAFETY RECALL TO REPLACE YOUR VEHICLE'S TIRE LABEL

Dear Neon R/T Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

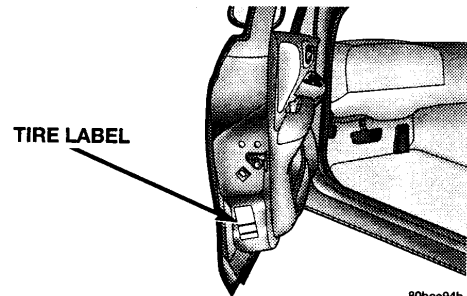
DaimlerChrysler Corporation has determined that some **2001 model year Dodge Neon R/T vehicles do not conform to the requirements of Federal Motor Vehicle Safety Standard (FMVSS) No. 110 – Tire Selection and Rims.**

***The problem is...***

**An incorrect tire label may have been installed on your Neon** (identified on the enclosed form). The label specifies the wrong recommended tire size and, therefore, does not conform to the requirements of FMVSS No. 110.

***What you must do...***

**We ask that you apply the enclosed tire label so that it covers the original incorrect label.** The original label is located on the rear edge of the driver's door (Figure 1). To assure good adhesion, be sure the original tire label is clean and dry before applying the new label.



**Figure 2**

If you prefer not to install the label yourself, simply **contact your dealer** to schedule a service appointment. The label installation will only take a few minutes; however, additional time may be necessary depending on how dealer appointments are scheduled and processed. This service will be provided free of charge. **Please bring the enclosed tire label and form with you to your dealer.** The form identifies the required service to the dealer.

***If you need help...***

If you have questions or concerns which the dealer is unable to resolve, please contact the DaimlerChrysler Customer Assistance Center at 1-800-853-1403. A representative will assist you.

If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, S.W., Washington, DC 20590, or call the toll-free Auto Safety Hotline at 1-888-327-4236.

We're sorry for any inconvenience. Thank you for your attention to this important matter.

Customer Services Field Operations  
DaimlerChrysler Corporation

972

***Buckle up  
for Safety***