

October 2001

Dealer Service Instructions for:

## **Customer Satisfaction Notification No. 993** **Reprogram Mechanical Instrument Cluster (MIC)**

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### **Models**

**2002 (PL) Dodge Neon**

*NOTE: This notification applies only to the above vehicles built through August 6, 2001 (MDH 080611).*

*Important: Most of the vehicles within the above build range have already been repaired and, therefore, have been excluded from this notification.*

**IMPORTANT:** Some of the involved vehicles may be in dealer vehicle inventory. **Dealers should complete this repair on these vehicles before retail delivery.** Dealers should also perform this repair on vehicles in for service. Involved vehicles can be determined by using the DIAL VIP System.

### **Subject**

A series of unusual sequential events can lead to an inaccurate odometer reading on 392 of the above vehicles. The potential inaccuracy is the result of an instrument cluster software error.

### **Repair**

The Mechanical Instrument Cluster (MIC) software must be reprogrammed (flashed) using the DRBIII scan tool.

### **Parts Information**

No parts are required to perform this service procedure.

Service Procedure

The MDS2 (Mopar Diagnostic System) with the DRB III® (Diagnostic Readout Box scan tool) operating at CIS CD2092 or higher is required to perform this repair.

**NOTE:** The MDS2 refers to the mechanical instrument cluster as a MIC.

1. Log onto the MDS2 system.
2. Connect the MDS2 (Mopar Diagnostic System) and DRB III (Scan Tool) to the vehicle and switch the **IGNITION KEY TO “ON”**.

**NOTE:** The MDS2 and DRB III should begin to “Auto Connect” within a few seconds after all connections have been made.

3. If the “Auto Connect” does not initialize, use the arrow keys and select **#2 CONNECT TO MDS2** 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.

4. Push the **FLASH TAB** on the MDS2.
5. Select **READ PART NUMBERS FROM VEHICLE** and click **SHOW UPDATES** on the MDS2. Press the “OK” button.

**NOTE:** If the Mechanical Instrument Cluster (MIC) software 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.”** Continue with Step 7.

6. Select the **NEW SOFTWARE PART NUMBER** with the light pen and click **UPDATE CONTROLLER SOFTWARE**.

**Service Procedure (Continued)**

7. The MDS2 and DRB III will prompt for any operator action needed during the remainder of the reprogramming process.

**NOTE: Due to the MIC flash procedure, diagnostic trouble codes (DTC's) may be set in other modules (PCM, ETAX, SKIM, ABS) within the vehicle (if so equipped). Some DTC's may cause the Malfunction Indicator Light (MIL) to illuminate. All of the DTC's relate to a loss of communications with the module that is being flashed. Check all modules, record the trouble codes, and erase the trouble codes prior to returning the vehicle to the customer. Erase any trouble codes in the PCM only after all other modules have had their trouble codes erased.**

**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 Customer Satisfaction Notification service completions and provide dealer payments.

Use the following labor operation number and time allowance:

	<b>Labor Operation Number</b>	<b>Time Allowance</b>
MIC update previously performed	08-99-31-81	0.2 hours
Reprogram mechanical instrument cluster	08-99-31-82	0.3 hours

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

**Parts Return**

Not Applicable

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

All dealers will receive a copy of this Customer Satisfaction Notification letter by mail. Two additional copies will be sent through the DCMMS, and the MDS2 will be updated to include this notification 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 "ORD993".

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

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

Enclosed with each owner letter is an Owner Notification Form. The involved vehicle and notification 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

## **CUSTOMER SATISFACTION NOTIFICATION TO REPROGRAM YOUR VEHICLE'S INSTRUMENT CLUSTER**

Dear Dodge Neon Owner:

The satisfaction of our customers is very important to DaimlerChrysler. Because of this, we are requesting owners of some **2002 Dodge Neon** vehicles to contact their dealer to have the following service performed.

- The problem is...*** A series of unusual sequential events can lead to an inaccurate odometer reading on your Neon (identified on the enclosed form). The potential inaccuracy is the result of an instrument cluster software error.
- 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 instrument cluster. 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 form with you to your dealer.** It 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.

We are sorry for any inconvenience, but we believe that this service will help to ensure your continuing satisfaction with your vehicle. Thank you for your attention to this important matter.

Customer Services Field Operations  
DaimlerChrysler Corporation

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***Buckle up  
for Safety***