

September 2003

Dealer Service Instructions for:

## **Customer Satisfaction Notification No. C24 Owner's Manual Engine Oil Recommendation Correction**

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### **Models**

**2003 (PL) Dodge Neon SRT-4**

*NOTE: This notification applies only to the above vehicles equipped with a 2.4L turbocharged engine (Sales Code EDV).*

**IMPORTANT:** Some of the involved vehicles may be in dealer vehicle inventory. **Dealers should complete this service procedure 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 VIP inquiry process.

### **Subject**

The Owner's Manual in about 3,300 of the above vehicles incorrectly recommends Mobil 1<sup>®</sup> 10W-30 synthetic engine oil. Although this oil will not harm the engine, emissions and fuel economy testing of the SRT-4 was performed with 5W-30 mineral based engine oil. Emission regulations require that the oil used for emission and fuel economy testing be the same as the oil that is recommended in the Owner's Manual for normal driving and use.

### **Repair**

Owner's Manual addendum letters, with the correct engine oil recommendation, will be mailed directly to owners known to DaimlerChrysler. The owners are requested to keep the letter with their owner's manual.

**Dealers must insert a copy of the attached owner letter into each affected unsold vehicle in dealer inventory before retail delivery.**

**Parts Information**

No parts are required to perform this service procedure.

**Service Procedure**

1. Locate the Owner's Manual in the vehicle's glove box.
2. Insert a copy of the attached owner notification letter into the owner's manual.

**NOTE: Be sure to copy both sides of the letter.**

3. Place the Owner's Manual back into the glove box.

**Completion Reporting and Reimbursement**

Claims for vehicles that have been serviced must be submitted on the DIAL System or DealerCONNECT. 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>
Insert owner letter into owner's manual	23-C2-41-82	<b>NO CHARGE</b>

**FOR UNSOLD VEHICLES: Enter "UPDATE" in the part number section of your claim with a quantity of one (1). Enter \$5.00 WITH NO MARK-UP for owner manual update handling reimbursement.**

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

### **Dealer Notification**

All dealers will receive a copy of this dealer notification letter by DMAIL and first class mail. Two additional copies will be sent through the DCMMS. DealerCONNECT and the MDS2 will be updated to include this notification in the near future.

### **Vehicle lists, Global Recall System, VIP and Dealer Follow up**

All involved vehicles have been entered into the DealerCONNECT Global Recall System (GRS) and Vehicle Information Plus (VIP) for dealer inquiry as needed. Involved dealers were also mailed a copy of their vehicle (VIN) list with the dealer notification letter.

GRS provides involved dealers with an updated VIN list of their incomplete vehicles. The owner's name, address and phone number are listed if known. Completed vehicles are removed from GRS within several days of repair claim submission.

To use this system, click on the “**Service**” tab and then click on “**Global Recall System.**” Your dealer's VIN list for each recall displayed can be sorted by: those vehicles that were unsold at recall launch, those with a phone number, city, zip code, or VIN sequence.

**Dealers should perform this repair on all unsold vehicles before retail delivery.** Dealers should also use the VIN list to follow up with all owners to schedule appointments for this repair.

*Recall VIN lists may contain confidential, restricted owner name and address information that was obtained from the Department of Motor Vehicles of various states. Use of this information is permitted for this recall only and is strictly prohibited from all other use.*

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

All involved vehicle owners known to DaimlerChrysler are being notified of this issue by mail. They are requested to keep the letter with their owner's manual. A copy of the owner letter is attached.

**Additional Information**

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

Customer Services Field Operations  
DaimlerChrysler Corporation

# DAIMLERCHRYSLER

## CUSTOMER SATISFACTION NOTIFICATION TO CORRECT YOUR OWNER'S MANUAL

Dear Dodge Neon SRT-4 Owner:

The satisfaction of our customers is very important to DaimlerChrysler. Because of this, we are notifying owners of **2003 model year Dodge Neon SRT-4 vehicles** to correct a statement in your vehicle's Owner's Manual.

*The problem is...*

**The Owner's Manual in your Neon SRT-4** (identified on the enclosed form), **incorrectly recommends Mobil 1<sup>®</sup> 10W-30 synthetic engine oil**. Although this oil will not harm your engine, emission and fuel economy testing of the SRT-4 was performed with 5W-30 mineral based engine oil. Emission regulations require that the oil used for emission and fuel economy testing be the same as the oil that is recommended in the Owner's Manual for normal driving and use.

*What you must do...*

The addendum on the back of this letter revises page 123 of your Owner's Manual. **Please place this letter in your vehicle's Owner's Manual or glove box for future reference by you or future owners.**

*If you need help...*

If you have questions or concerns which your dealer is unable to resolve, please contact DaimlerChrysler at 1-800-853-1403.

We are sorry for any inconvenience, but we believe that this information 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

C24

*Buckle up  
for Safety*

(over)

**THIS ADDENDUM IS A CORRECTION TO THE ENGINE OIL INFORMATION IN YOUR OWNER'S MANUAL**

**Engine Oil Selection**

For best performance and maximum protection under all types of operating conditions, the manufacturer recommends mineral based non-synthetic engine oils that are API certified and meet the requirements of DaimlerChrysler Material Standard MS-6395.

If you choose to operate this vehicle in a spirited driving style, the manufacturer recommends the use of a full synthetic engine oil, such as Mobil 1® SAE 5W-30.

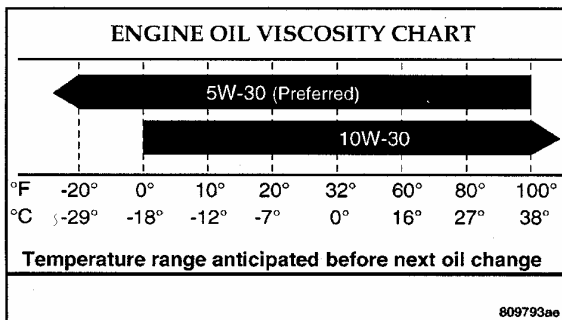
**American Petroleum Institute (API) Engine Oil Identification Symbol**

This symbol means that the oil has been certified by the American Petroleum Institute (API). The manufacturer only recommends API Certified engine oils that meet the requirements of DaimlerChrysler Material Standard MS-6395.



**Engine Oil Viscosity Chart**

The proper SAE viscosity grade of engine oil should be selected based on the following recommendation and be within the operating temperature shown in the engine oil viscosity chart.



- SAE 5W-30 engine oil is preferred. SAE 5W-30 engine oils improve low temperature starting and help vehicle fuel economy.

Lubricants which do not have both, the engine oil certification mark and the correct SAE viscosity grade number should not be used.

**RECOMMENDED FLUIDS, LUBRICANTS AND GENUINE PARTS**

**Engine**

Component	Fluids, Lubricants and Genuine Parts
Engine Oil	Use API Certified (GF-3). Refer to oil viscosity chart on this page for correct SAE grade.