

Technical Service Bulletin

NUMBER: 23-55-99

GROUP: Body

DATE: Dec. 31, 1999

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SUBJECT:

B-Pillar Applique On Doors Has A Brown Haze or Appears Discolored

OVERVIEW:

This bulletin involves using a cleaner to remove the discoloration.

MODELS:

2000 (PL) Neon

SYMPTOM/CONDITION:

The B-pillar applique used on the exterior of the front and rear doors has a brown haze or appears discolored. This was caused by contact with a lubricating fluid in the Belvidere Assembly Plant. The discoloration can also be described as having iridescent blue spots on the B-pillar applique.

DIAGNOSIS:

Visually inspect the B-pillar appliques on all 4 doors, if the discoloration, brown haze or blue spots are found, perform the Repair Procedure.

PARTS REQUIRED:

NPN Meguiar's Mirror Glaze Fine Cut Cleaner # 2 or Equivalent
NPN 3M High Performance Wipe Cloth or Equivalent

NOTE: IF THE MEGUIAR'S MIRROR GLAZE FINE CUT CLEANER # 2 IS NOT AVAILABLE LOCALLY, MEGUIAR'S CAN BE CONTACTED AT 1-800-347-5700. (OUTSIDE THE UNITED STATES, CALL 714-752-8000). IF AN EQUIVALENT IS TO BE USED, FIRST TEST THE PRODUCT ON A SMALL AREA TO INSURE EFFECTIVENESS.

REPAIR PROCEDURE:

THIS REPAIR IS COMPATIBLE WITH DAIMLERCHRYSLER'S MOBILE SERVICE PROGRAM AND DOES NOT REQUIRE HOISTS OR OTHER FULL SERVICE FACILITY SPECIAL EQUIPMENT.

1. The B-pillar appliques must be cool and dry before beginning the repair procedure.
2. Apply a small amount (dime size) of the Meguiar's Mirror Glaze Fine Cut Cleaner #2 or equivalent to a clean and dry 3M High Performance Wipe Cloth.

3. Starting at the top of the B-pillar applique, rub the cleaner into a small section of the B-pillar. Continue to rub until nearly dry. Clean the remainder of the B-pillar using the same process.
4. Allow the complete B-pillar applique to dry. Dry time is approximately 5 minutes.
5. Use a clean, dry 100% cotton towel and wipe off any remaining cleaner residue.
6. Repeat the procedure for the remaining B-pillar appliques as needed.

POLICY: Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:
Labor Operation No: 23-05-11-93..... 0.2 Hrs.

FAILURE CODE: 69 – Discolored