Technical Service Bulletin

SUBJECT:

Harsh A/C Initial Engagement – Clunk Noise

OVERVIEW:

This bulletin involves defining initial harsh A/C engagement and selectively erasing and reprogramming the Powertrain Control Module (PCM) with new software.

MODELS:

2000 (PL) Neon

SYMPTOM/CONDITION:

Some vehicles may intermittently exhibit harsh initial A/C engagement due to liquid refrigerant collecting in the A/C compressor. On initial A/C engagement, after a soak of several hours (or longer), the A/C compressor may make a clunk sound or noise, and the engine may feel rough for a few seconds. If the vehicle is in motion, it may hesitate or stumble.

DIAGNOSIS:

The symptoms and or conditions are difficult to duplicate. If the customer describes any of the above symptoms or conditions, perform the Repair Procedure.

NOTE: WHENEVER A POWERTRAIN CONTROL MODULE (PCM) IS REPLACED DUE TO FAILURE, THE SOFTWARE OF THE REPLACEMENT CONTROLLER MUST BE VERIFIED FOR THE LATEST REVISION LEVEL. USE THE FLASH PROCEDURE TO UPDATE REPLACED CONTROLLERS AS NECESSARY.

PARTS REQUIRED:

1   05011058AA   Label, Authorized Software Update

EQUIPMENT REQUIRED:

1	CH6000	Scan Tool (DRB III)
1	CH7035	General Purpose Interface Bus Cable (GPIB)
1	CH7000/7001	J1962 Cable
1	ISIS CD	Series 016 (or higher)

NOTE: THE DRB III® AND ISIS CD (SERIES 016 OR HIGHER) ARE REQUIRED TO PERFORM PART OF THIS REPAIR.

REPAIR PROCEDURE:
1. Update the DRBIII (with or without a card) using the Make Flash Card Update Program.

2. Use the following criteria to select the flash:
   - Select 2000 Model Year
   - Select PL Body Style
   - Select 2.0L Engine Type
   - Download the appropriate flash
3. Follow the instructions on the DRBIII screen and update the PCM.

   If the PCM on the vehicle has already been updated or programmed, a NO UPDATES AVAILABLE message will be displayed. Check the part number of the PCM on the vehicle and compare it to the part number displayed. If the PCM has already been updated, then another condition exist that will require further diagnosis and repair.

4. Type the necessary information on the "Authorized Software Update Label" p/n 05011058AA (Figure 1). Attach the label to the PCM and cover the label with the clear plastic overlay.
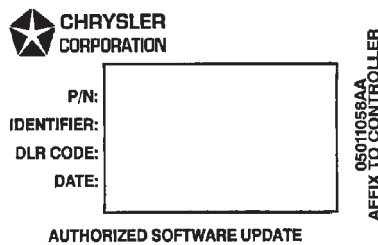

FIGURE 1

POLICY: Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:
Labor Operation No: 08–19–40–91 .... 0.5 Hrs.

FAILURE CODE: FM – Flash Module