

March 2003

Dealer Service Instructions for:

## **Customer Satisfaction Notification No. C08 Replace Powertrain Control Module**

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*Effective immediately, all repairs on involved vehicles are to be performed according to this notification. Rapid Response Transmittal (RRT) #02-025 is being cancelled. Those vehicles that have already had this repair performed, as determined by our warranty records, have been excluded from this notification.*

### **Models**

**2003** (LH) Dodge Intrepid, Chrysler Concorde and 300M  
(PT) Chrysler PT Cruiser  
(PL) Dodge Neon  
(JR) Dodge Stratus Sedan

*NOTE: This notification applies only to certain vehicles equipped with an automatic transmission (Sales Code DGB) built through October 4, 2002 (MDH 1004XX).*

**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 VIP inquiry process.

### **Subject**

The Powertrain Control Module (PCM) on about 550 of the above vehicles may contain a computer driver chip that could fail. Driver chip failure may cause the Malfunction Indicator Light (MIL) to illuminate and cause the transmission to shift into 2<sup>nd</sup> gear (default limp-in mode).

### **Repair**

The PCM must be replaced.

**Parts Information**

**IMPORTANT: Due to the small number of involved vehicles, no parts will be distributed to involved dealers. Parts may be ordered as needed to support scheduled repairs.**

Dealers should determine which **PCM** is required for each vehicle at the time appointments are scheduled to assure that the correct part is available when the customer arrives. The **PCM** for the vehicle to be serviced may be determined by:

- **Using the part code in the third column of the VIN list along with the following table (involved dealers);**
- **Using the VIN and part number list electronically transmitted to DIAL System Function 53 (involved dealers); or**
- **Entering the VIN into the VIP System (sales code information) along with the following table (all dealers):**

<b>Vehicle</b>	<b>Engine</b>	<b>Sales Codes</b>	<b>Part Code</b>	<b>Part Number</b>
<b>LH</b>	<b>3.5L</b>	<b>EGG, NAS w/o NZ5</b>	<b>01</b>	<b>04896722AG</b>
	<b>3.5L</b>	<b>EGG, NAS and NZ5</b>	<b>02</b>	<b>04896721AG</b>
	<b>3.5L H/O</b>	<b>EGK, NAS and TRG</b>	<b>03</b>	<b>04896556AD</b>
	<b>3.5L H/O</b>	<b>EGK, NAS and TUX</b>	<b>04</b>	<b>04896555AF</b>
	<b>3.5L Police</b>	<b>EGC, NAS</b>	<b>05</b>	<b>04896725AG</b>
<b>PL</b>	<b>2.0L</b>	<b>ECB, NAS w/o NZ5</b>	<b>06</b>	<b>05293174AH</b>
<b>PT</b>	<b>2.4L</b>	<b>EDZ, NAS</b>	<b>07</b>	<b>05033071AG</b>
<b>JR</b>	<b>2.4L</b>	<b>EDZ, NAS</b>	<b>08</b>	<b>04896686AK</b>

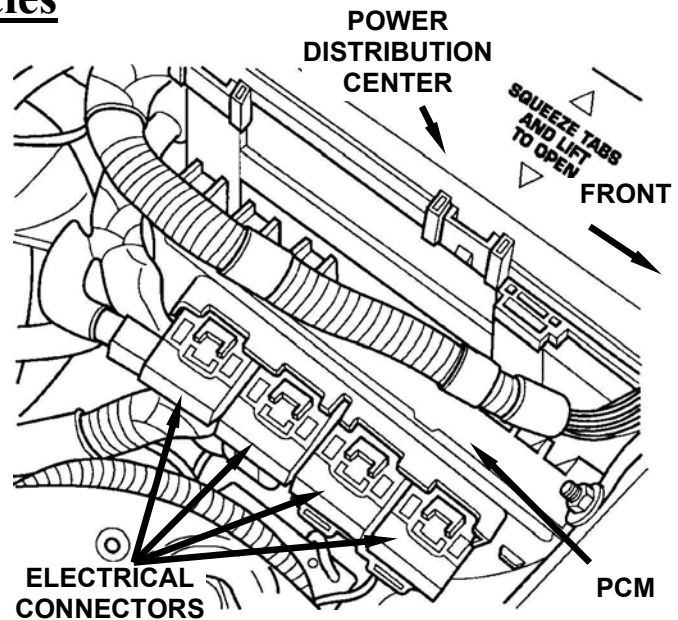
**Service Procedure**

**A. Replace PCM – LH Vehicles**

1. Disconnect the negative battery cable.

**NOTE: To enhance customer satisfaction, remember to reset the clock when you have completed the service procedure.**

2. Remove the speed control servo and set it aside.
3. Remove the washer fluid bottle filler neck bolt and set the filler neck aside.



**Figure 1**

4. Disconnect the four (4) PCM electrical connectors and set the wiring harness aside (Figure 1).
5. Remove the three (3) PCM bolts, then remove the PCM and discard it (Figure 1).
6. Install the new PCM. Tighten the mounting bolts to 35 in-lbs (4 N·m) (Figure 1).
7. Connect the four (4) PCM electrical connectors (Figure 1).
8. Install the washer fluid bottle filler neck. Tighten the bolt securely.
9. Install the speed control servo. Tighten the servo bracket bolts securely.
10. Connect the negative battery cable.
11. Continue with **Section E –PCM/Vehicle Data Set-up**.

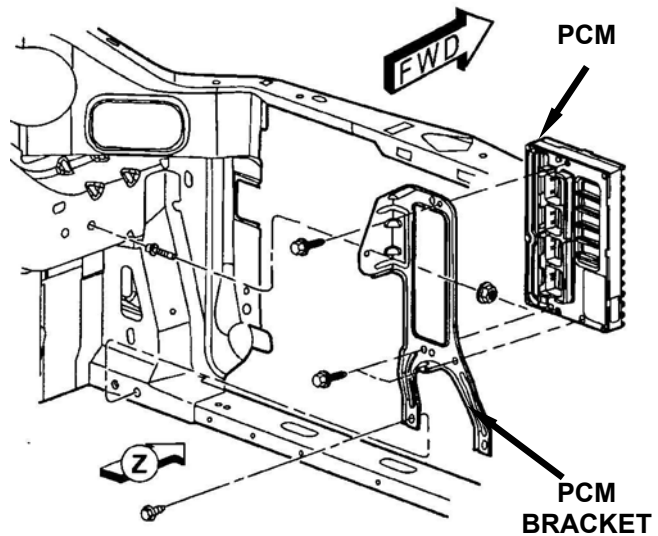
**Service Procedure (Continued)**

**B. Replace PCM – PL Vehicles**

1. Disconnect the negative battery cable.

**NOTE: To enhance customer satisfaction, remember to reset the clock when you have completed the service procedure.**

2. Remove the air cleaner assembly and set it aside.
3. Disconnect the four (4) PCM electrical connectors.
4. Remove the three (3) PCM bracket fasteners (Figure 2) and then remove the PCM and bracket assembly.



**Figure 2**

5. Remove the three (3) PCM bolts, then remove the PCM and discard it (Figure 2).
6. Install the new PCM (Figure 2). Tighten the mounting bolts to 105 in-lbs (11.8 N·m).
7. Install the PCM and bracket assembly. Tighten the fasteners to 95 in-lbs (10.7 N·m).
8. Connect the four (4) PCM electrical connectors. Attach the wiring harness clip to the PCM bracket.
9. Install the air cleaner assembly.
10. Connect the negative battery cable.
11. Continue with **Section E –PCM/Vehicle Data Set-up**.

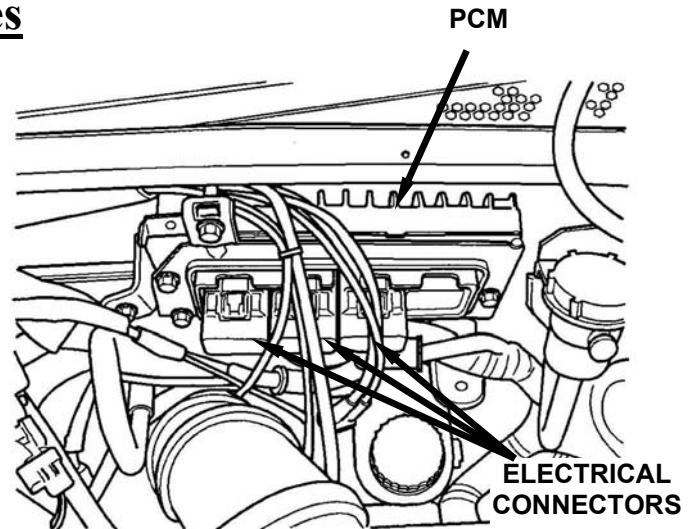
**Service Procedure for PT Vehicles**

**C. Replace PCM – PT Vehicles**

1. Disconnect the negative battery cable.

**NOTE: To enhance customer satisfaction, remember to reset the clock when you have completed the service procedure.**

2. Disconnect the four (4) PCM electrical connectors and set the wiring harness aside (Figure 3).



**Figure 3**

3. Disconnect the two (2) wiring harness clips from the PCM bracket.
4. Remove the four (4) PCM mounting bracket screws and then remove the PCM and mounting bracket assembly (Figure 3).
5. Remove the three (3) PCM bolts, then remove the PCM and discard it.
6. Install the new PCM onto the mounting bracket. Tighten the mounting bolts to 105 in-lbs (11.8 N·m).
7. Install the PCM and bracket assembly (Figure 3). Tighten the mounting bolts to 95 in-lbs (10.7 N·m).
8. Connect the four (4) PCM electrical connectors (Figure 3).
9. Attach the wiring harness clips to the PCM bracket.
10. Connect the negative battery cable.
11. Continue with **Section E –PCM/Vehicle Data Set-up.**

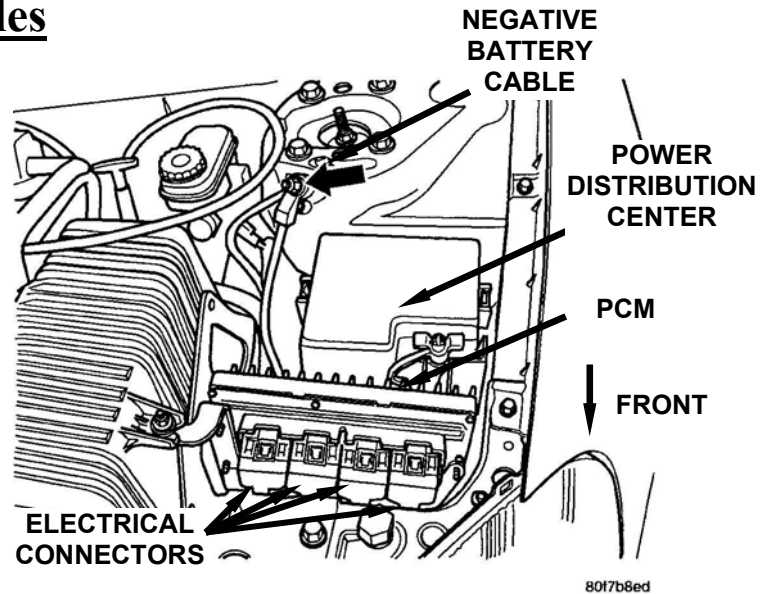
**Service Procedure (Continued)**

**D. Replace PCM – JR Vehicles**

1. Disconnect the negative battery cable (Figure 4).

**NOTE: To enhance customer satisfaction, remember to reset the clock when you have completed the service procedure.**

2. Disconnect the four (4) PCM electrical connectors and set the wiring harness aside (Figure 4).



**Figure 4**

3. Remove the two (2) PCM bracket fasteners and then remove the PCM and bracket assembly (Figure 4).
4. Remove the three (3) PCM bolts, then remove the PCM and discard it.
5. Install the new PCM on the bracket. Tighten the mounting bolts to 35 in-lbs (4 N·m).
6. Install the PCM and bracket assembly (Figure 4). Tighten the fasteners to 35 in-lbs (4 N·m).
7. Connect the four (4) PCM electrical connectors.
8. Connect the negative battery cable.
9. Continue with **Section E –PCM/Vehicle Data Set-up.**

**Service Procedure (Continued)**

**E. PCM/Vehicle Data Set-up:**

1. Connect the DRB III® to the data link connector located under the instrument panel. Turn the ignition key to the “ON” position.
2. With the ignition switch in the “ON” position, determine if the vehicle is equipped with a SKIM module by using the DRB III and selecting from the menu screen:
  - a. Select #1 – “**DRB III Standalone**” from Main Menu screen.
  - b. Select #1 – “**1998 – 2004 Diagnostics**” from Standalone Main Menu screen.
  - c. Select #1 – “**All (Except Below)**” from 1998 – 2004 Diagnostics screen.
  - d. Select #8 – “**System Monitor**” from Select System screen.
  - e. Select #3 – “**J1850 Module Scan**” from Select Monitor screen and then press ENTER to continue and note if the vehicle is equipped with SKIM.
    - **If the vehicle is equipped with SKIM obtain the vehicle PIN (Personal Identification Number) before continuing with Step 3.** This information is available from the original selling invoice, the Dial VIP System, or by contacting the DaimlerChrysler Customer Assistance Center (DCCAC) at 1-800-992-1997.  
  
**WARNING: Failure to use the SKIM PIN number to transfer the secret key code data from the SKIM module will cause a no-start condition.**
    - **If the vehicle is not equipped with SKIM then continue with Step 3.**
  - f. Press PAGE BACK.
3. Press PAGE BACK to return to the Select System screen.
4. Select #1 – “**Engine**” from Select System screen.

**Service Procedure (Continued)**

5. Press ENTER to continue.
6. Press the RIGHT ARROW key to go to Page 2 of 2.
7. Select #1 – **“Miscellaneous”**.
8. Select #3 – **“Check VIN”**.
9. Press ENTER to program the VIN.
  - **If the vehicle is equipped with SKIM:**
    - a. Press ENTER to continue.
    - b. Press ENTER to continue again.
    - c. Enter the vehicle 4-digit PIN.
    - d. Press ENTER to continue.
    - e. Press ENTER to continue again.
    - f. Press ENTER to continue again.
    - g. Press ENTER to update VIN.
    - h. Press ENTER to continue.
    - i. Press ENTER to transfer secret key data.
    - j. Press ENTER to continue.
    - k. **Cycle ignition key to “OFF” position and then back to “ON” position and then press ENTER.**
    - l. Press any key to continue.
  - **If the vehicle is NOT equipped with SKIM:**
    - a. Enter the 17-digit VIN.
    - b. Press ENTER to continue.
    - c. Press PAGE BACK.



**Service Procedure (Continued)**

10. Select #1 – **“Miscellaneous”**.
11. Select #1 – **“Check PCM Odometer”**.
12. Press YES if the vehicle has LESS than 50 miles on the odometer or press NO if the vehicle has MORE than 50 miles on the odometer.
13. Enter current odometer reading and then press ENTER.
14. **Cycle ignition key to “OFF” position and then back to “ON” position and then press ENTER.**
15. Press PAGE BACK.
16. Press PAGE BACK again.
17. Select #2 – **“Transmission”**.
18. Select #1 – **“Transmission Module”**.
19. Select #9 – **“Miscellaneous”**.
20. Select #3 – **“Pinion Factor”**.
21. Press any key to continue.
22. Select the correct tire size for the vehicle and then press ENTER.
23. Verify the selected tire size and then press PAGE BACK to exit.
24. Select #6 – **“Quicklearn”** and then follow the instructions displayed on the DRB III screen.
25. Disconnect the DRB III.

**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>
Replace PCM	08-C0-81-82	
• LH/JR/PT vehicles		0.4 hours
• PL vehicles		0.6 hours

Add the cost of the PCM plus applicable dealer allowance to your claim.

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

**Parts Return**

Not required.

**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 DealerConnect/MDS2 will be updated to include this notification in the near future. **Each dealer to whom involved vehicles were invoiced 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 and then type “ORDC08”.

**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 Service and Parts District Manager.

Customer Services Field Operations  
DaimlerChrysler Corporation

# DAIMLERCHRYSLER

## **CUSTOMER SATISFACTION NOTIFICATION TO REPLACE YOUR VEHICLE'S POWERTRAIN CONTROL MODULE**

Dear DaimlerChrysler Vehicle Owner:

The satisfaction of our customers is very important to DaimlerChrysler. Because of this, we are requesting owners of some 2003 model year Chrysler Concorde, 300M and PT Cruiser; and Dodge Intrepid, Stratus and Neon vehicles equipped with an automatic transmission to contact their dealer to have the following service performed.

***The problem is...***      **The Powertrain Control Module (PCM) on your vehicle** (identified on the enclosed form), **may contain a computer driver chip that could fail. Driver chip failure may cause the Malfunction Indicator Light to illuminate and cause the transmission to shift into 2<sup>nd</sup> gear.**

***What DaimlerChrysler and your dealer will do...***      **DaimlerChrysler will repair your vehicle free of charge (parts and labor).** To do this, your dealer will replace the PCM. 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. Ask the dealer to hold the part for your vehicle or to order it before your 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.

If you have already experienced the problem described above and have paid to have it repaired, you may send your original receipts and/or other adequate proof of payment to the following address for reimbursement: DaimlerChrysler Customer Assistance Center, P.O. Box 1040, St. Charles, MO 63302-1040, Attention: Reimbursement.

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.

***Buckle  
up***  
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DaimlerChrysler Corporation  
C08