

Dealer Service Instructions for:

Safety Recall No. C03

Front Suspension Lower Ball Joints

Models

1997-2000 (PR) Plymouth Prowler

2001-2002 (PR) Chrysler Prowler

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

Subject

The front suspension lower ball joints on about 11,000 of the above vehicles may allow dirt and/or water to enter the ball joint. This could result in premature ball joint wear and cause the ball joint to separate. Ball joint separation can result in a loss of steering control and cause an accident without warning.

Repair

The left and right front lower ball joints must be replaced.

Parts Information**Part Number Description**
CBBTC030 Ball Joint Package

Each package contains the following components:

<u>Quantity</u>	<u>Description</u>
2	Lower Ball Joints
2	Nut, Hex Flange
4	Nut & Washer
2	Washer

Each dealer to whom vehicles in the recall were invoiced will receive enough Ball Joint Packages to service about **10%** of those vehicles.

Special Tools

The following existing special tools are required to perform this service procedure:

- C-3894-A – Puller, Tie Rod
- 6998* – Separator, Ball Joint
- 6998-1* – Nut, Ball Joint Separator
- 6998-2* – Nut, Ball Joint Separator
- 8190-8* – Adapter, Ball Joint Press
- 8190-10* – Adapter, Ball Joint Press
- C-4212 or C-4212F – Press, Ball Joint
- MB-990776-A – Installer

*** Included in Prowler Tool Kit #6999**

Service Procedure

1. Lift vehicle on a suitable hoist to a comfortable working level.
2. Using a plastic trim stick, remove the center caps from the front wheels.
3. Remove the lug nuts from the front wheel studs and remove both tire/wheel assemblies.
4. Remove the caliper slide pin bolts from the right side caliper.
5. Remove the caliper from the caliper bracket and suspend the caliper from the upper control arm using a rubber tie-down cord. Do not disconnect the hydraulic brake hose from the caliper or let the caliper hang by the brake hose.
6. Slide the brake rotor off the wheel hub and set aside.
7. Remove the four (4) fender retaining nuts located on the steering knuckle and carefully remove the right side fender assembly.

CAUTION: Use extreme care when removing the fender to avoid scratching any of the painted surfaces. Store the fender in a safe place to avoid accidental damage.

8. Remove and discard the tie rod end nut.
9. Install special tool 3894A as shown in Figure 1. Tighten the tool to disconnect the tie rod from the steering knuckle.
10. Remove the upper and lower ball joint nuts. Discard the upper ball joint nut and save the lower ball joint nut.

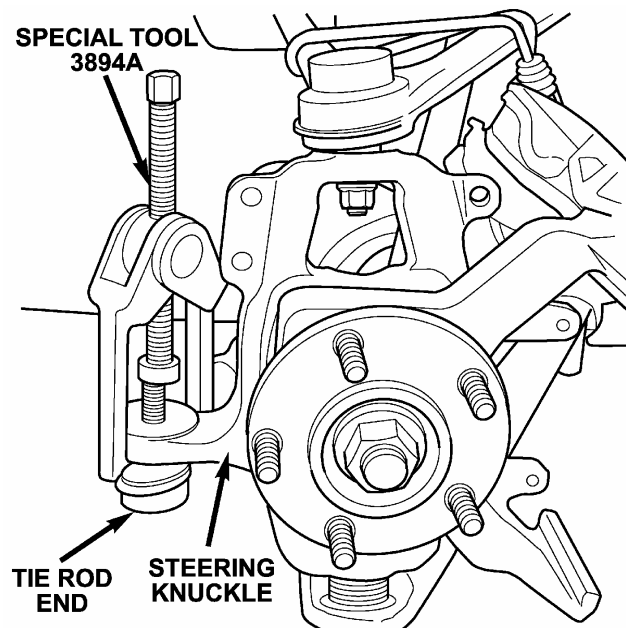


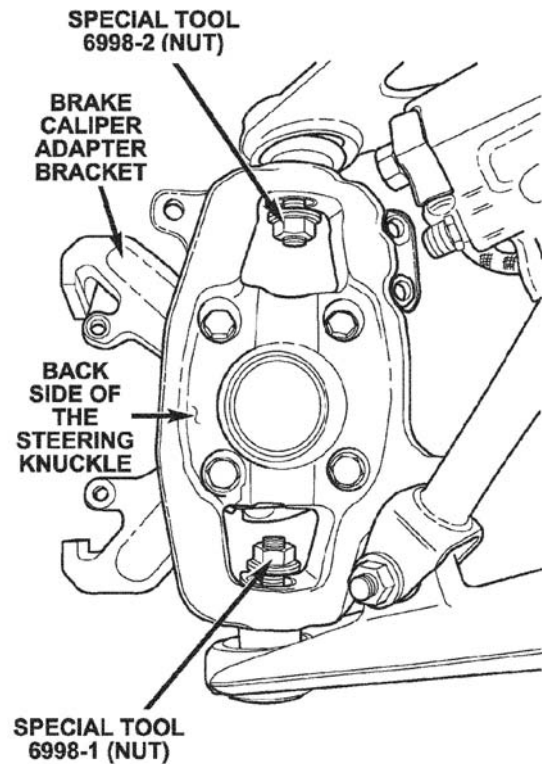
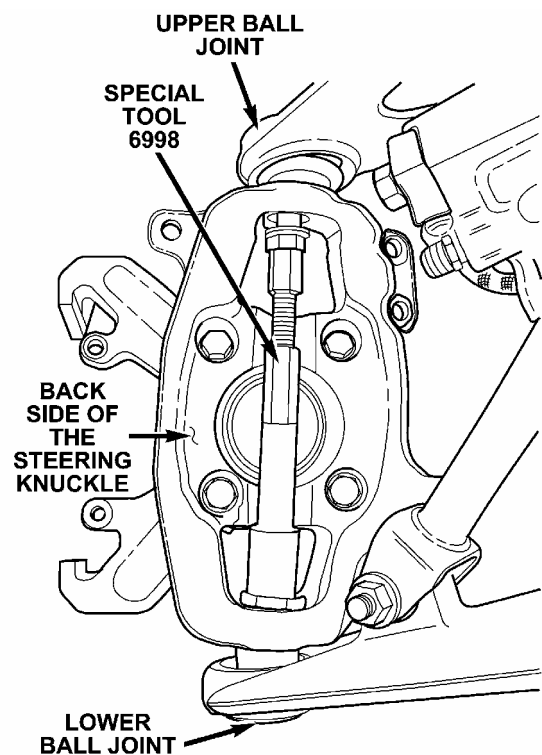
Figure 1

Service Procedure (Continued)

11. Loosely install the special tool nuts onto the ball joint studs (Figure 2).

NOTE: Special tool nut 6998-1 fits the lower ball joint stud and 6998-2 fits the upper ball joint stud.

12. Install special tool 6998 as shown in Figure 3.
13. Carefully tighten the tool until both ball joints disengage from the steering knuckle.
14. Remove the special tool 6998 and special tool nuts 6998-1 and 6998-2.
15. Remove the steering knuckle from the vehicle.

**Figure 2****Figure 3**

Service Procedure (Continued)

16. Install the ball joint press (C-4212) onto the lower ball joint as shown in Figure 4.

17. Tighten the ball joint press until the tool bottoms against the lower control arm.

NOTE: The ball joint will not be fully removed from the lower control arm at this time.

18. Remove the ball joint press.

19. Install the original lower ball joint nut onto the ball joint stud so that the threads of the stud are halfway through the nut (Figure 5).

20. Reinstall the ball joint press without any adapters and tighten the press to complete the removal of the ball joint from the lower control arm (Figure 5).

21. Discard the old ball joint and nut.

22. With the plastic ball joint boot protective sleeve in place, install the new ball joint into the lower control arm.

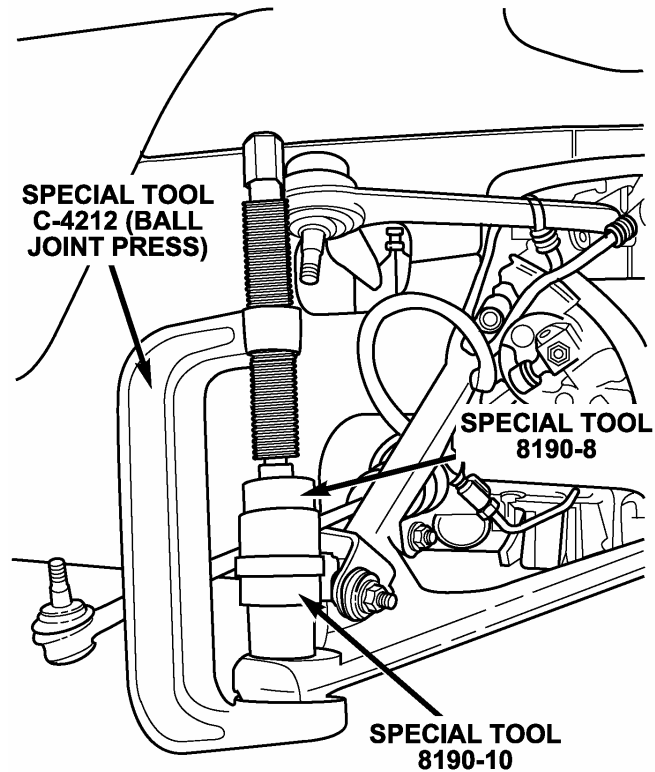


Figure 4

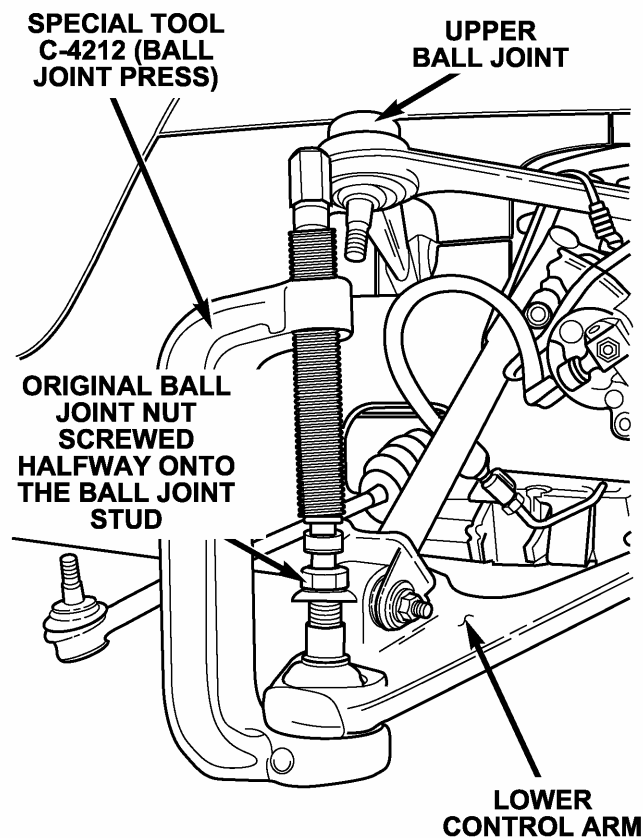


Figure 5

Service Procedure (Continued)

23. Install the ball joint press as shown in Figure 6.
24. Carefully tighten the press until the new ball joint is seated completely into the lower control arm and then remove the press.
25. Place the steering knuckle into position and install the new upper ball joint nut (Figure 7).
26. Install the provided lower ball joint flat washer and nut onto the ball joint stud (Figure 7).

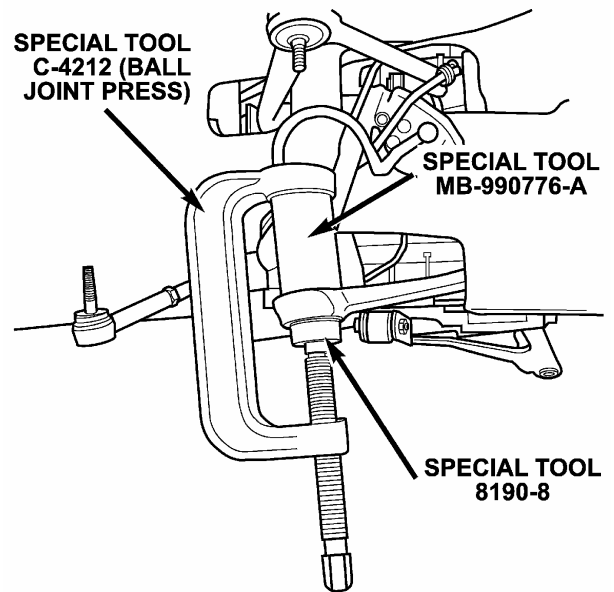


Figure 6

27. Tighten the upper ball joint nut to 65 ft. lbs. (88 N·m). Tighten the lower ball joint nut to 70 ft. lbs. (95 N·m).
28. Install the tie rod end onto the steering knuckle and install a new retaining nut. Tighten the nut to 38 ft. lbs. (52 N·m).
29. Install the fender onto the steering knuckle and tighten the fasteners to 30 ft. lbs. (40 N·m).
30. Slide the rotor onto the wheel hub.
31. Install the brake caliper assembly. Tighten the caliper slide bolts to 20 ft. lbs. (27 N·m).
32. Repeat Steps 4 through 31 to replace the ball joint on the left side of the vehicle.

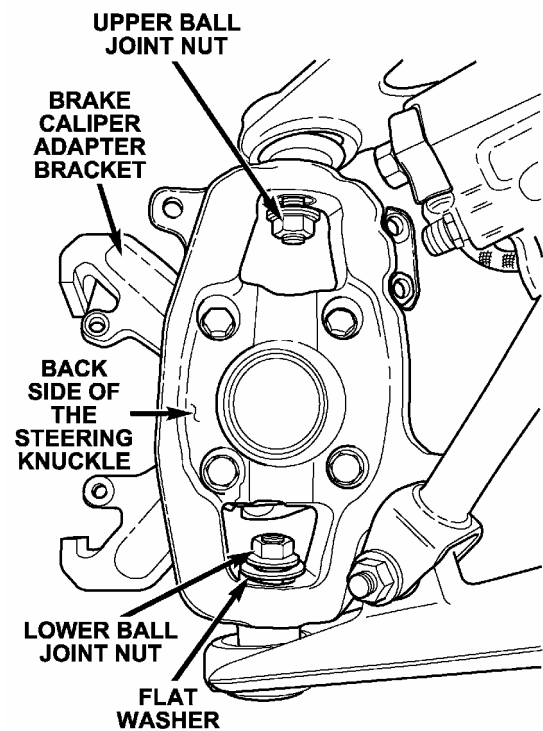


Figure 7

33. Install both front tire/wheel assemblies. Tighten the lug nuts to 100 ft. lbs. (135 N·m).
34. Install the center cap on each wheel.
35. Lower the vehicle from the hoist.

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 recall service completions and provide dealer payments.

Use the following labor operation number and time allowance:

	Labor Operation Number	Time Allowance
Replace Right and Left Front Suspension Lower Ball Joints	02-C0-31-82	1.3 hours

Add the cost of the recall parts package plus applicable dealer allowance to your claim.

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

Parts Return

Not required.

Dealer Notification and Vehicle List

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

DealerCONNECT 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.

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 VIN list for each recall displayed can be sorted by: unsold vehicles, those with a phone number, city, zip code, or VIN sequence.

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

Global Recall System 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 the service requirement by first class 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 recall are identified on the form for owner or dealer reference as needed.

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

SAFETY RECALL TO REPLACE YOUR VEHICLE'S FRONT SUSPENSION LOWER BALL JOINTS

Dear Prowler Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

DaimlerChrysler Corporation has determined that a defect, which relates to motor vehicle safety, exists in some **1997 through 2000 model year Plymouth Prowler and 2001 and 2002 Chrysler Prowler vehicles.**

The problem is...

The front suspension lower ball joints on your Prowler (identified on the enclosed form) may allow dirt and/or water to enter the ball joint. This could result in premature ball joint wear and cause the ball joint to separate. Ball joint separation can result in a loss of steering control and cause an accident without warning.

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 both of your vehicles front suspension lower ball joints. The work will take about 2 hours to complete. However, additional time may be necessary depending on how dealer appointments are scheduled and processed.

What you must do to ensure your safety...

- Simply **contact your dealer** right away to schedule a service appointment. Ask the dealer to hold the parts for your vehicle or to order them 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.

If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, S.W., Washington, DC 20590, or call the toll-free Auto Safety Hotline at 1-888-327-4236.

We're sorry for any inconvenience, but we are sincerely concerned about your safety. Thank you for your attention to this important matter.

Customer Services Field Operations
DaimlerChrysler Corporation
C03

**Buckle
up
for**