



# SERVICE BULLETIN



SERVICE DEPARTMENT... CHRYSLER-PLYMOUTH DIVISION  
CHRYSLER MOTORS CORPORATION

TECHNICAL INFORMATION ON  IMPERIAL  CHRYSLER  PLYMOUTH  VALIANT

This bulletin has been published again to express our great concern over the unnecessary replacement of shock absorbers.

April 10, 1963

Please refer to Chrysler-Plymouth Service Bulletin No. 62-42 dated February 23, 1962.

No. 63-74

For the past several months representatives from Engineering, Manufacturing and Service Departments have been examining shock absorbers that have been returned from the field. In many instances, it was found that shock absorbers were in usable condition and were replaced unnecessarily. In some cases new shock absorbers were installed, whereas, performing the corrective operations described in previous Service Bulletins would have satisfactorily corrected the complaint. In other cases shock absorbers were replaced "in-pairs", in the mistaken belief that this was necessary to maintain "balance" of the car.

## SHOCK ABSORBERS

Our tests do not indicate any general or gradual performance deterioration of the shock absorbers during the warranty period. In fact shock absorbers on endurance test cars at the Proving Grounds, which have been operated in excess of 35,000 miles, have been inspected and tested with no detectable change in performance.

## UNNECESSARY REPLACEMENT

In view of our test and experience the following facts, should be recognized and remembered:

ALL  
IMPERIAL,  
CHRYSLER,  
PLYMOUTH  
AND  
VALIANT  
MODELS

- (1) Shock absorbers are not selected in pairs or car sets at the assembly plants.
- (2) Shock absorbers which are otherwise standard, do not change performance characteristics noticeably during the warranty period.
- (3) It is not necessary to replace shock absorbers in pairs or car sets during warranty. Replacement in pairs results in excessive and unfair Warranty Service Claims costs.
- (4) Shock absorbers unnecessarily replaced, when some other corrective action should have been taken, results in unnecessary and unfair Warranty Service claims costs.

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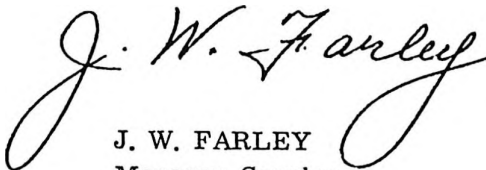
Service Mgr.	
Shop Foreman	
Technicians	
Parts Mgr.	
Partsmen	

- (5) A shock absorber should be replaced for leakage, only, if it has lost its resistance. Evidence of oil moisture is not cause for replacement. In the event leakage is indicated, it can be readily determined by bench testing whether or not the shock absorber is still in satisfactory operating condition. Insufficient fluid causes free play in the shock absorber operation, particularly near the full rebound, or full extended position. This can be checked by the following procedure:
- (1) Purge the cylinder of any air which may have accumulated during handling, storage, or operation in other than an up-right position by:
    - (a) Fully extend the shock absorber right side up.
    - (b) Fully collapse the unit, slowly, up-side-down.
    - (c) Repeat steps (a) and (b) at least two or three times, being careful never to extend the unit in the inverted or in a horizontal position.

Instructions on the return of the shock absorbers will be handled in the usual manner when claims are processed.

Therefore, the following Warranty Service Claims Policy is in effect:

**POLICY:** Effective immediately Warranty Service Claims will not be approved for the replacement of shock absorbers, if upon inspection and test of the returned shock absorbers it is found that the shock absorbers are in satisfactory operating condition, or if the alleged shock absorber complaint could have been corrected by some other corrective action. Replacement of shock absorbers will be approved only where our inspection confirms that: (1) the shock absorber is at fault and, (2) the vehicle is within the warranty period.



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Manager-Service.

CHRYSLER-PLYMOUTH DIVISION