



NUMBER: 23-019-16 REV. A

GROUP: Body

DATE: May 18, 2016

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THIS BULLETIN SUPERSEDES SERVICE BULLETIN 23-019-16, DATED MAY 05, 2016, WHICH SHOULD BE REMOVED FROM YOUR FILES. ALL REVISIONS ARE HIGHLIGHTED WITH **ASTERISKS**** AND INCLUDE UPDATED REFERENCES TO DEALER CONNECT IN REPAIR PROCEDURES.**

SUBJECT:

Trunkpan Bolts Loose Causing Clunk When Driving Over Bumps

OVERVIEW:

This bulletin involves inspecting and re-tightening the trunkpan bolts in the rear of vehicle.

MODELS:

2016 (ZD) Dodge Viper

**NOTE: This bulletin applies to vehicles within the following markets/countries:
NAFTA.**

NOTE: This bulletin applies to vehicles built on or before March 05, 2016 (MDH 0305XX).

SYMPTOM/CONDITION:

The customer may describe a noise heard from the rear interior of the vehicle when driving at lower speeds over bumps or on a rough road.

DIAGNOSIS:

If the customer describes the symptom/condition listed above, perform the Repair Procedure.

REPAIR PROCEDURE:

1. Open the liftgate (Fig. 1).



Fig. 1 Component Call-outs

- 1 - Bulkhead Trim Panel
- 2 - Top Stack Carpet
- 3 - Carpet Inserts
- 4 - Tire Air Compressor/inflator
- 5 - Trunk Load Floor Panel

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2. Remove the air compressor or any other loose accessories in the trunk compartment

3. Remove the trunk load floor panel (Fig. 2). Refer to the detailed service procedures available in DealerCONNECT> TechCONNECT under: Service Info> 23 - Body> Interior> Panel, Trunk Trim, Rear> Removal.



Fig. 2 Trunk Cover

4. Remove the rear valance close out cover (Fig. 3). Use trim stick to assist with removing spring clip retainers. Take care in removal of panel, spring clips are bonded to panel and may be damaged if care is not taken during removal.

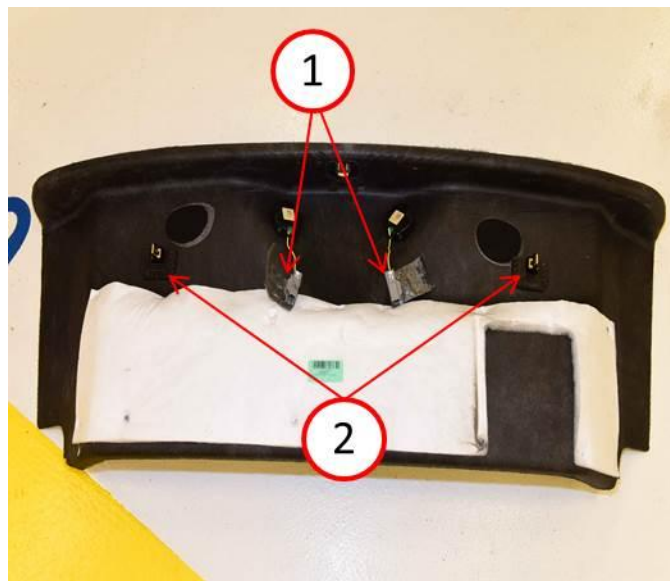


Fig. 3 Trunk Trim Panel

- 1 - Cargo lamp connectors
- 2 - Spring clip tab locations



5. Take care in removing foam tape from rear cargo lamp connectors (Fig. 4), during connector separation.

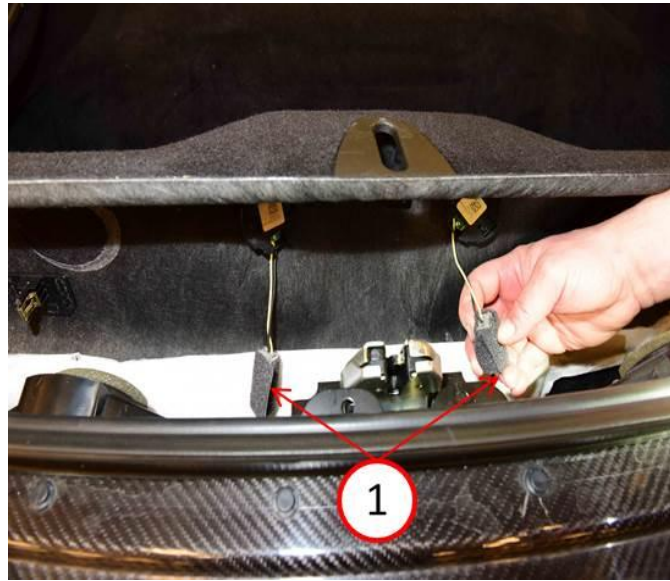


Fig. 4 Foam Tape On Electrical Connector

1 - Foam tape around cargo lamp connectors

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6. Position both seats to the most forward position.
 7. Remove the center console rear storage bin. Refer to the detailed service procedures available in DealerCONNECT> TechCONNECT under: Service Info> 23 - Body> Interior> Bin, Storage, Rear> Removal.

8. Remove upper and lower “B” pillar trim pieces from both sides of vehicle ([Fig. 5](#)), (right side shown, left side similar).

CAUTION: The upper and lower trim pieces are connected together and care should be taken during removal as one piece. The two pieces are bonded together and removing separately may damage trim pieces.



Fig. 5 Cowl Trim Piece

9. Remove upper bulk head trim cover fasteners for both sides. Refer to the detailed service procedures available in DealerCONNECT> TechCONNECT under: Service Info> 23 - Body/Interior/Panel, Bulkhead Trim, Coupe/Removal.
10. Remove Top stack carpet assembly. **Refer to the detailed service procedures available in DealerCONNECT> TechCONNECT under: Service Info> 23 - Body/Interior/Carpet/Removal> Top Stack Carpet.**

11. Remove trunk pan floor liners on both sides (Fig. 6), (left side shown, right side similar).

NOTE: Remove liners by bending the top portion slightly, out and away from rear tail-light assembly fasteners.



Fig. 6 Carpet Inserts

12. Torque the four main M-8 bolts to 22 N·m (16 Ft·Lbs) (Fig. 7).

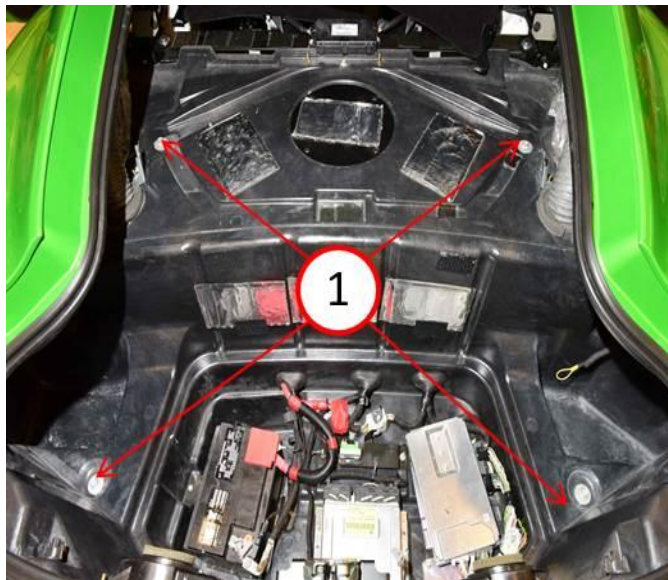


Fig. 7 Trunkpan Bolt Locations

1 - Trunkpan bolt locations

13. Re-install trunk pan floor liners on both sides (Fig. 6), (left side shown, right side similar).
14. Re-install Top stack carpet assembly. **Refer to the detailed service procedures available in DealerCONNECT> TechCONNECT under: Service Info> 23 - Body/Interior/Carpet/Installation> Top Stack Carpet.**
15. Re-install upper bulk head trim cover fasteners for both sides. Refer to the detailed service procedures available in DealerCONNECT> TechCONNECT under: Service Info> 23 - Body/Interior/Panel, Bulkhead Trim, Coupe/Installation.
16. Re-install upper and lower “B” pillar trim pieces from both sides of vehicle (Fig. 5), (right side shown, left side similar).

CAUTION: The upper and lower trim pieces are connected together and care should be taken during installation to re-install as one piece. The two pieces are bonded together and re-installing separately, may damage trim pieces and cause poor fitment.

17. Re-install the center console rear storage bin. Refer to the detailed service procedures available in DealerCONNECT> TechCONNECT under: Service Info> 23 - Body> Interior> Bin, Storage, Rear> Installation.
18. Position both seats to their previous position.
19. Connect the rear cargo lamp connectors and re-wrap foam tape around rear cargo lamp connectors (Fig. 4).
20. Re-install the rear valance close out cover (Fig. 3).
21. Re-install the trunk load floor panel (Fig. 2). Refer to the detailed service procedures available in DealerCONNECT> TechCONNECT under: Service Info> 23 - Body> Interior> Panel, Trunk Trim, Rear> Installation.
22. Re-install the air compressor or any other loose accessories in the trunk compartment
23. Close the rear liftgate.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
23-02-92-90	Bolts, Trunk Pan - Tighten to Specification (1 - Semi-Skilled)	6 - Electrical and Body Systems	0.7 Hrs.

FAILURE CODE:

ZZ	Service Action
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