



NUMBER: 23-026-19

GROUP: 23 - Body

DATE: October 2, 2019

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This bulletin supersedes Service Bulletin 23-052-17, dated November 22, 2017, which should be removed from your files. All revisions are highlighted with **asterisks**** and include removal of build dates, sales codes, an updated diagnostic statement and removal of RRT statements.**

This Service Bulletin was released as Rapid Response Transmittal (RRT) 17-107, dated November 22, 2017. All applicable Sold and Un-Sold RRT VINs have been loaded. To verify this RRT service action is applicable to the vehicle, use VIP or perform a VIN search in DealerCONNECT/Service Library. All repairs are reimbursable within the provisions of warranty.

SUBJECT:

Liftgate Glass May Break

OVERVIEW:

This bulletin involves installing anti squeak tape to the liftgate glass.

MODELS:

2015 - 2017 (ZD) Dodge Viper

NOTE: This bulletin applies to vehicles within the following markets/countries: North America and EMEA.

SYMPTOM/CONDITION:

Customers may experience the following:

- The liftgate glass may break if the rear defogger - Electric Backlight (EBL), has been turned on. This is caused from carbon fiber trim contacting the EBL grid.

DIAGNOSIS:

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

PARTS REQUIRED:

Qty.	Part No.	Description
1 (AR)	05019054AA	Mopar Anti Squeak Tape

NOTE: One roll of Mopar Anti Squeak Tape will service four vehicles.

REPAIR PROCEDURE:

1. Open the liftgate.
2. Using isopropyl alcohol and a rag, clean the two areas on the glass (Fig. 1) .



Fig. 1
Areas To Clean

3. **NOTE: Use a trim stick or equivalent tool to open the gap between the glass and the carbon fiber trim (Fig. 2) if needed before applying tape to the glass. The anti squeak tape must not be placed beyond the defogger grid for appearance purposes.** Cut two pieces of Mopar Anti Squeak Tape 19 mm (.75 in) and apply to glass (Fig. 3) .



Fig. 2
Trim Sticks Opening Gap



Fig. 3
Anti Squeak Tape Applied

- 4. Using a trim stick or equivalent tool, smooth out the tape to ensure adherence to the glass.
- 5. Close the liftgate.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
23-30-12-94	Inspect Gap and Apply Anti-Squeak Tape (2 - Skilled)	6 - Electrical and Body Systems	0.3 Hrs.

FAILURE CODE:

ZZ	Service Action
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