

SPARE PARTS:

Qty	Part No.	Description	Notes
1 (AR)	68230057AB	Flocking Tape : 25 mm X 25 mm X 1 mm	

DIAGNOSIS:

Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in DealerCONNECT/ Service Library, verify all related systems are functioning as designed. If DTCs or symptom conditions, other than the ones listed above are present, record the issues on the repair order and repair as necessary before proceeding further with this bulletin.

****If a customer's VIN is listed in VIP or your RSU VIN list, perform the repair. If any vehicle not on the VIN list exhibits any of the symptoms listed above in the customer symptom section, perform the Inspection Procedure.****

- **Download the all the audio files within the range of (60-70 Hz) from Service Library onto a USB. For more details, refer to the detailed service procedures available in DealerCONNECT> Service Library under: Service Info>08-Electrical/8A-Audio/Video/Entertainment/Connectivity/Speaker/Diagnosis And Testing or <https://library.fcaservices.com/web/secure/newsAttachment/125CE935-D9C9-4A54-B861-4074AF8B6CE0>.****
- Once the files are downloaded, Install the USB and play each of the files with the vehicles radio turned up enough to listen or hear the rattle noise.
- Press on the McIntosh® badge on speaker grille with audio playing.
- Did the noise stop or go away when pressing on the McIntosh® badge on speaker grille with audio playing?
 - YES >>> Proceed to [Step 1](#) of the Repair Procedure.
 - NO >>> This bulletin does not apply, further diagnosis will be needed, use inspect LOP (23-10-16-9E) to close the active RSU.**

REPAIR PROCEDURE:

- Remove the affected front door panel. Refer to the detailed service procedures available in DealerCONNECT> Service Library under: Service Info> 23 - Body / Doors - Front / Panel, Door Trim / Removal and Installation.
- Fold the tape a third of the way leaving some of the sticky edge exposed ([Fig. 1](#)) .
- Tuck it under the light and plastic weld ([Fig. 1](#)) .
- After tucking in, press the sticky part of the tape to the light to secure it ([Fig. 1](#)) .

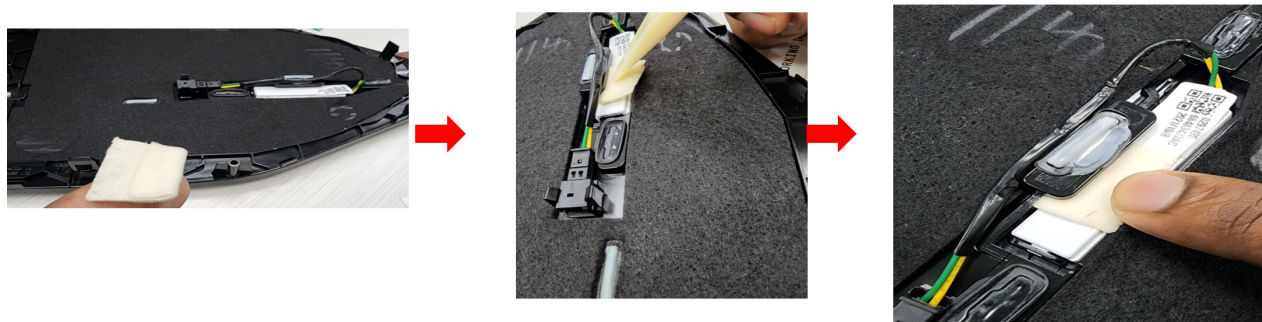


Fig. 1
Flock Tape Installation Process

5. Light should now be secured to the tape and speaker grille (Fig. 2) .

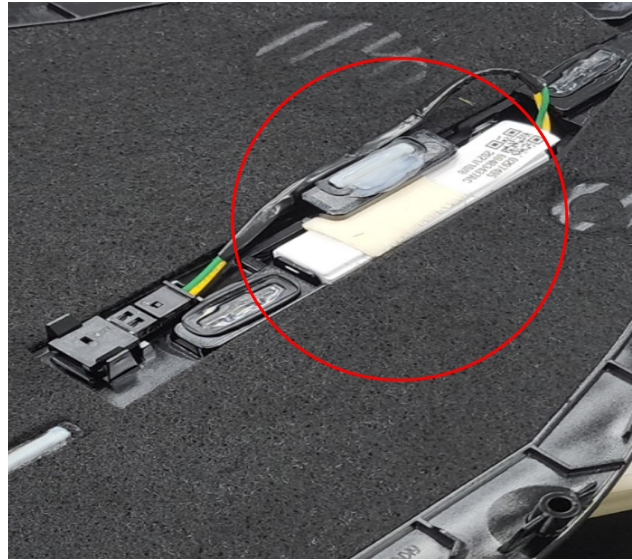


Fig. 2
Tape Properly Installed

6. Install the affected front door panel. Refer to the detailed service procedures available in DealerCONNECT> Service Library under: Service Info> 23 - Body / Doors - Front / Panel, Door Trim / Removal and Installation.
7. Once the repair has been made, verify same door that was fixed, and verify the speaker rattle is eliminated. If condition is still present, further diagnosis is needed.
8. Repeat steps for the other door speaker grille if needed.

POLICY:

Reimbursable within the provisions of the warranty.

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