



**NUMBER:** 23-019-14

**GROUP:** Body

**DATE:** July 23, 2014

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**THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 14-056. ALL APPLICABLE SOLD AND UN-SOLD RRT VIN'S HAVE BEEN LOADED. TO VERIFY THAT THIS RRT SERVICE ACTION IS APPLICABLE TO THE VEHICLE, USE VIP OR PERFORM A VIN SEARCH IN TECHCONNECT. ALL REPAIRS ARE REIMBURSABLE WITHIN THE PROVISIONS OF WARRANTY.**

**SUBJECT:**

Electronic Back Light Grid May Short Out To Carbon Fiber Inner Panel

**OVERVIEW:**

This bulletin involves inspecting the gap between the rear back glass and carbon fiber liftgate and if necessary replace the rear glass or apply thin film barrier (Mopar tape) between the liftgate and rear back glass.

**MODELS:**

2013 (ZD) Viper

**NOTE: This bulletin applies to vehicles built on or before August 12, 2013 (MDH 0812XX).**

**SYMPTOM/CONDITION:**

Electronic back light grid may short out to carbon fiber inner panel.

**DIAGNOSIS:**

If a customer's VIN is listed in VIP or your RRT VIN list, perform the repair. For all other customers that describe the symptom/condition, perform the Repair Procedure.

**PARTS REQUIRED:**

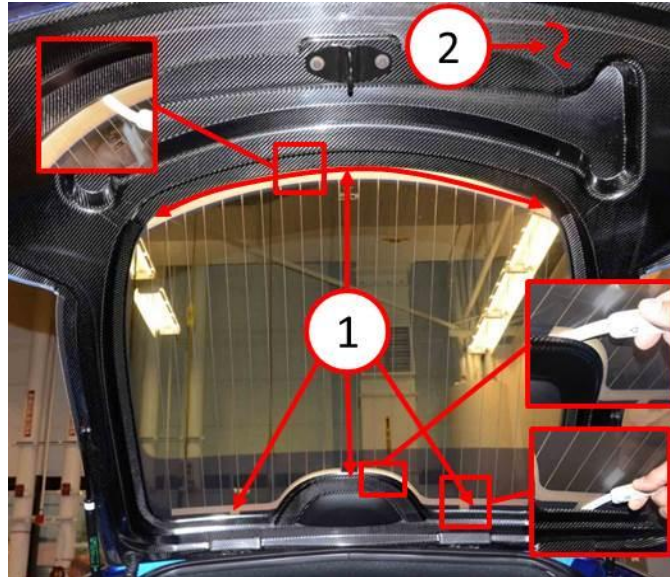
Qty.	Part No.	Description
1 (AR)	68110780AC	Glass, Liftgate
1 (AR)	NPN	Kent Windshield Adhesive p/n KT12594
1(AR)	05019054AA	Mopar Anti-squeak Tape

**NOTE: One Kent Windshield Adhesive p/n KT12594 will service one vehicle and one Mopar anti-squeak tape p/n 05019054AA will service 4 vehicles.**

**NOTE: Only Kent p/n KT12594 windshield adhesive should be used, other windshield adhesive may not bond satisfactorily to the factory applied adhesive.**

**REPAIR PROCEDURE:**

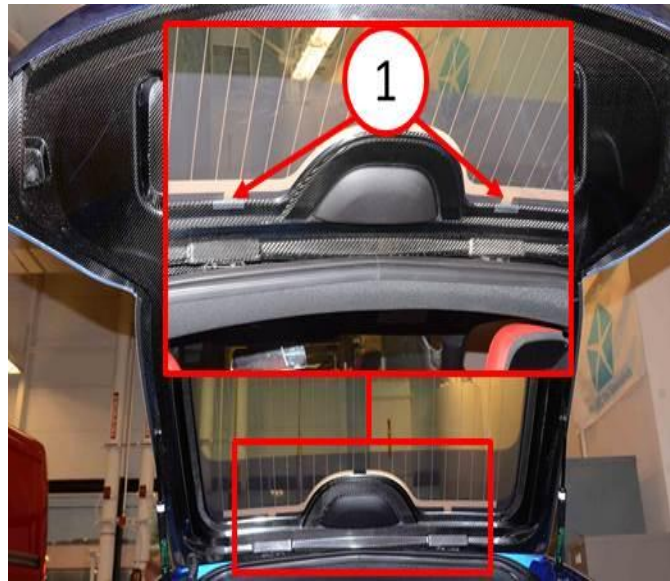
1. Inspect the gap between the liftgate glass silver band and the liftgate around the top and bottom of the liftgate assembly as shown in (Fig. 1).



**Fig. 1 Gap Inspection**

- 1 - Inspect between liftgate inner and back glass
- 2 - Liftgate inner

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2. Is the clearance between the glass silver band and the liftgate flange between .25mm and 1.5mm?
    - a. Yes>>> Clean the liftgate edge with isopropyl alcohol. Cut Mopar p/n 05019054AA anti-squeak tape in 1/4”(6.35mm) pieces and apply one piece at the top left and right side of the liftgate edge (Fig. 2). The tape is to wrap around the edge of the liftgate panel, providing a barrier to it and the glass.
    - b. No>>> Proceed to [Step #4](#).



**Fig. 2 Anti-Squeak Tape Installation**

1 - Anti-squeak tape installation areas

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3. Is the clearance between the glass silver band and the liftgate flange less than .25mm?
    - a. Yes>>> Remove and replace the liftgate glass. Refer to the detailed repair procedures available in: DealerConnect> TechCONNECT under: Service Info> 23 - Body> Stationary Glass> Glass, Liftgate> Removal/Installation.
    - b. No>>> Proceed to [Step #4](#).
  4. Is the clearance between the glass silver band and the liftgate flange greater than 1.5mm?
    - a. Yes>>> Turn on the heated rear defrost function and allow to cycle one time until it automatically shuts off. If no damage occurs to the liftgate glass near the widows peak, return the vehicle to the customer or dealer inventory. If there was damage, remove and replace the liftgate glass. Refer to the detailed repair procedures available in: DealerConnect> TechCONNECT under: Service Info> 23 - Body> Stationary Glass> Glass, Liftgate> Removal/Installation.
    - b. No>>> Remove and replace the liftgate glass. Refer to the detailed repair procedures available in: DealerConnect> TechCONNECT under: Service Info> 23 - Body> Stationary Glass> Glass, Liftgate> Removal/Installation.

**POLICY:**

Reimbursable within the provisions of the warranty.

**TIME ALLOWANCE:**

Labor Operation No:	Description	Skill Category	Amount
23-30-12-90	Inspect Only (2- Skilled)	6 - Electrical and Body Systems	0.2 Hrs.

23-30-12-92	Inspect and Replace The Liftgate Glass (2- Skilled)	6 - Electrical and Body Systems	1.4 Hrs.
23-30-12-91	Inspect and Apply Anti-Squeak Tape (2- Skilled)	6 - Electrical and Body Systems	0.3 Hrs.

**FAILURE CODE:**

ZZ	Service Action
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