



NUMBER: 23-059-17

GROUP: 23 - Body

DATE: December 21, 2017

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SUBJECT:

Noise From the Rear Shelf Panel

OVERVIEW:

This bulletin involves installing a seal on the rear shelf panel.

MODELS:

2015 - 2017

(LA)

Dodge Challenger

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

NOTE: This bulletin applies to vehicles built on or before December 09, 2016 (MDH 1209XX).

SYMPTOM/CONDITION:

The customer may experience a rattle or buzz noise coming from the rear of the vehicle with the radio on or while driving on bumpy roads.

DIAGNOSIS:

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

1. Verify the rattle or buzz noise is coming from the rear shelf panel by playing audio with heavy bass tones, put light pressure on the rear edge of the rear shelf panel.
2. Was the rattle or buzz noise eliminated by pressing on the rear shelf panel?
 - YES>>> Proceed to [Step 1](#) of the Repair Procedure.
 - NO>>> This Bulletin does not apply. Normal diagnosis should be performed.

PARTS REQUIRED:

Qty.	Part No.	Description
1	68369284AA	Seal

REPAIR PROCEDURE:

1. Remove the rear shelf panel. Refer to the detailed procedures available in DealerCONNECT > TechCONNECT> under: 23 - Body/Interior/Panel, Rear Shelf/Removal.
2. Turn the rear shelf panel upside down and remove the five foam blocks, as seen in [\(Fig. 1\)](#) .



Fig. 1
Location of Foam Blocks

3. Install the seal on the rear shelf panel, with the top of the seal facing upward, see (Fig. 2) .

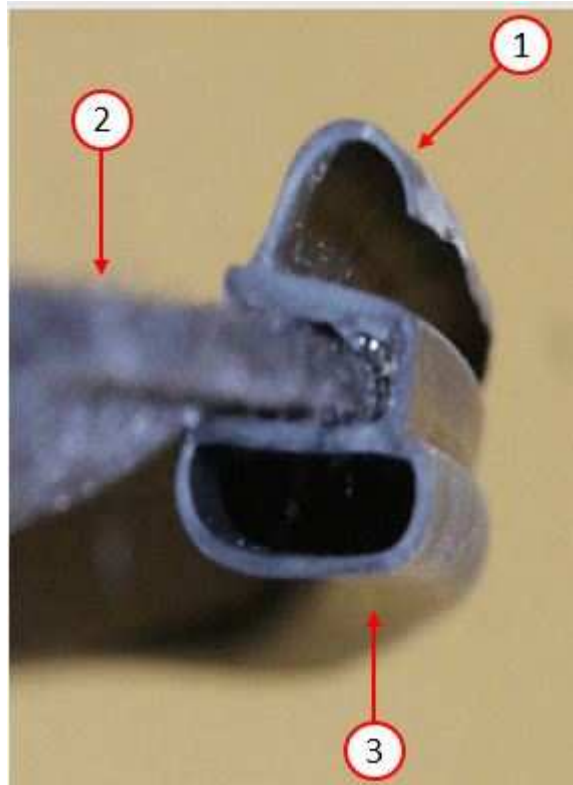


Fig. 2
Seal Installed on Rear Shelf Panel

- 1 - Top of the Seal Facing Rear Glass
 - 2 - Top of the Rear Shelf Panel
 - 3 - Bottom of the Seal Facing Package Shelf Support
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4. The seal is **Not** the same length as the rear shelf panel. Center the seal on the panel so there are equal gaps at each side of the panel, see (Fig. 3.)

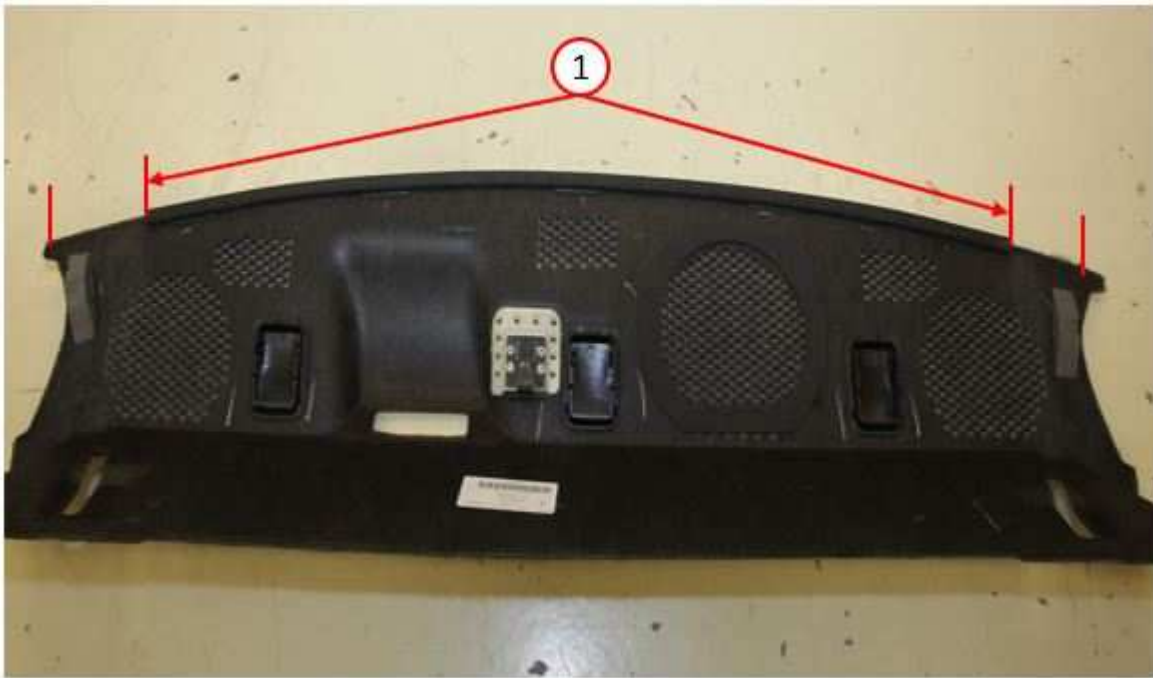


Fig. 3
Seal Location on Rear Shelf Panel

1 - End Of the Seal

5. There is glue on the inside of the seal to help hold the seal on to the package shelf. Apply pressure on the seal to help it stick to the rear shelf panel.
6. Inspect all wiring and components for looseness. If necessary, secure wiring and components. Remove any loose stock found on the rear shelf support.
7. Install the rear package shelf. Refer to the detailed procedures available in DealerCONNECT > TechCONNECT> under: 23 - Body/Interior/Panel, Rear Shelf/Removal.

NOTE: When looking into the vehicle from the rear glass, there will be a noticeable gap at each end of the seal, this is normal, see (Fig. 4) .



Fig. 4
End of the New Seal

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
23-20-72-98	Seal, Rear Shelf Panel - Install (1 - Semi-Skilled)	6 - Electrical and Body Systems	1.2 Hrs.

FAILURE CODE:

ZZ	Service Action
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