



NUMBER: 23-019-04 REV. A

GROUP: Body

DATE: July 28, 2004

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SUBJECT:

Rattle Sound From Liftgate Area

OVERVIEW:

This bulletin involves replacing the liftgate latch and/or adjusting the liftgate bumpers.

MODELS:

2004 (ZH) Crossfire

NOTE: This bulletin applies to vehicles built on or before November 27, 2003 (MDH 1127XX).

SYMPTOM/CONDITION:

The vehicle operator may describe a rattle like sound coming from the liftgate area.

DIAGNOSIS:

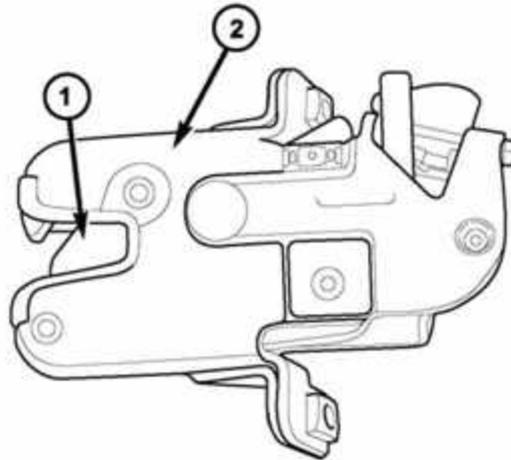
If the vehicle operator describes the Symptom/Condition, perform the Repair Procedure.

PARTS REQUIRED:

Qty.	Part No.	Description
1	05142597AA	Latch, Decklid
1	NPN	Powder, Tracing (Castle P/N C1619 or equivalent talcum/tracing powder)

REPAIR PROCEDURE:

1. Inspect the liftgate latch assembly. Determine if the vehicle has the updated plastic coated catch or the old painted catch (Fig. 1).
 - a. If the vehicle is equipped with the old painted catch, proceed to [Step #2](#).
 - b. If the vehicle is equipped with the updated plastic coated catch, proceed to [Step #3](#)



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Fig. 1 NEW LATCH ASSEMBLY

- 1 - BLACK PLASTIC COATED CATCH
 - 2 - LATCH ASSEMBLY
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2. Replace the liftgate latch using p/n 05142597AA. Refer to the service information available on TechCONNECT, Refer to 23 - Body/Decklid/Hatch/Liftgate/Tailgate/Latch - Removal.
3. Cut a strip of paper to 25.4 mm X 279.4 mm (1 in. x 11 in.). This will be used for a gauge in the next step.
4. Check for bumper to drain channel contact by placing the strip of paper in the drain channel as shown (Fig. 2).

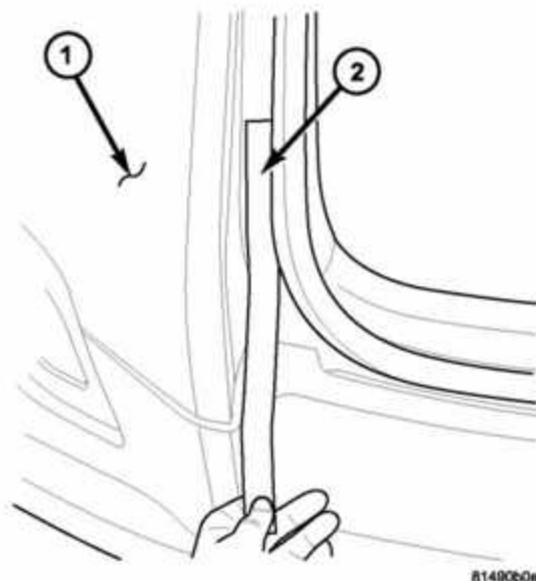


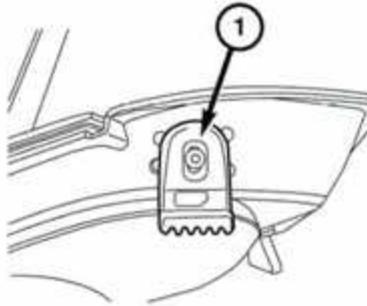
Fig. 2 PLACING STRIP OF PAPER IN THE DRAIN CHANNEL

- 1 - LEFT REAR QUARTER PANEL
 2 - PAPER STRIP IN DRAIN CHANNEL

5. Close the liftgate.
6. Try to pull the strip of paper out from between the liftgate bumper and the drain channel.
7. If the strip of paper pulls out easily, the liftgate bumper must be adjusted. Proceed to [Step #8](#). If the strip of paper does not pull out easily, proceed to [Step #9](#).
8. Open the liftgate. Loosen the T30 torx screw and lower the bumper 1 mm (0.04 in.). Tighten the T30 torx screw ([Fig. 3](#)). Proceed to [Step #9](#) to check the bumper contact.
9. **The liftgate bumper must make full contact with the drain channel. Check for full contact using spray on tracing (talcum) powder (Castle p/n C1619 or equivalent talcum/tracing powder). Apply a small amount of talcum/tracing powder in the drain channel in the area that the bumper makes contact.
10. Close the liftgate.
11. Open the liftgate and check the foot of the bumper to be sure that the talcum/tracing powder covers the entire surface of the rubber. If it does, proceed to [Step #13](#). If it does not, adjust the bumper so that it will make full contact with the drain channel.
12. Clean the talcum/tracing powder off of the bumper and drain channel. Proceed to [Step #9](#).
13. When the bumper adjustment is complete, tighten the Torx screw to 10 Nm (88 in. lbs.).
14. Clean the talcum/tracing powder off of the bumper and the drain channel.
15. Close the liftgate.

CAUTION: Be careful not to change the liftgate alignment. Refer to the service information available on TechCONNECT, Refer to 23 - Body/Body Structure/Gap And Flush - Specifications.

16. If the liftgate alignment is OK, repeat **Step #4** through **Step #15** on the other side of the vehicle. When both sides are properly adjusted, no further action is necessary. Return the vehicle to the customer.**



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Fig. 3 LIFTGATE BUMPER

1 - T30 TORX SCREW

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Amount
23-41-01-99	Latch, Liftgate - Replace and Adjust Liftgate Bumpers	0.6 Hrs.
23-41-43-90	Bumpers, Liftgate - Adjust	0.2 Hrs.

FAILURE CODE:

67	Rattles
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