

NUMBER: 23-032-13

GROUP: Body

DATE: August 31, 2013

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SUBJECT:

Creak Or Click Noise From Dual Pane Sunroof

OVERVIEW:

This bulletin involves inspecting the dual pane sunroof for a potential creak or click and if necessary, replacing the dual pane sunroof frame assembly.

MODELS:

2012 - 2013 LX

Chrysler 300

NOTE: This bulletin applies to vehicles built on or after March 31, 2012 (MDH 0331XX) and on or before December 18, 2012 (MDH 1218XX) equipped with dual pane sunroof (sales code GWJ).

SYMPTOM/CONDITION:

The customer may experience a creak or click from the dual pane sunroof.

DIAGNOSIS:

Push up on the front corner(s) of the rear fixed pane, then push out (cross-car) on the sunroof frame at the fixed pane's forward attach point while listening for a creak or click sound coming from the sunroof fixed pane. Repeat several times for verification.

NOTE: Another way to confirm is to introduce body flex at a very slow speed (idle speed) while slowly turning right then left.

Remove the rear fixed pane's forward attachment screw on the side where the noise is heard then retest. If Removing the screw turns off the sound then replacement of the sunroof frame is necessary, proceed with Repair Procedure. If creak or click sound is still present, then continue to diagnose the source of the sound.

PARTS REQUIRED:

Qty.	Part No.	Description
1	68127964AA	Frame, Sunroof (Dual Pane)

REPAIR PROCEDURE:

1. Remove the sunroof wind deflector. Refer to the detailed procedures available in DealerCONNECT > TechCONNECT under: Service Info > 23 - Body > Sunroof, Dual Pane > DEFLECTOR, Wind > Removal.

NOTE: The wind deflector must be removed prior to sunroof assembly removal as power is required to cycle the sunroof open and closed prior to removal.

NOTE: Make sure that sunroof is in the fully closed position with the sunshade in the fully open position prior to the next step.

2. Remove the dual pane sunroof assembly. Refer to the detailed procedures available in DealerCONNECT > TechCONNECT under: Service Info > 23 - Body > Sunroof, Dual Pane > Removal.
3. Remove the front sunroof glass. Refer to the detailed procedures available in DealerCONNECT > TechCONNECT under: Service Info > 23 - Body > Sunroof, Dual Pane > GLASS, Sunroof, Front > Removal.

NOTE: The sunroof mechanism covers can be separated from the tabs on the glass panel and slid out the back of the sunroof frame track to gain access to the front sunroof glass fasteners (Fig. 1).

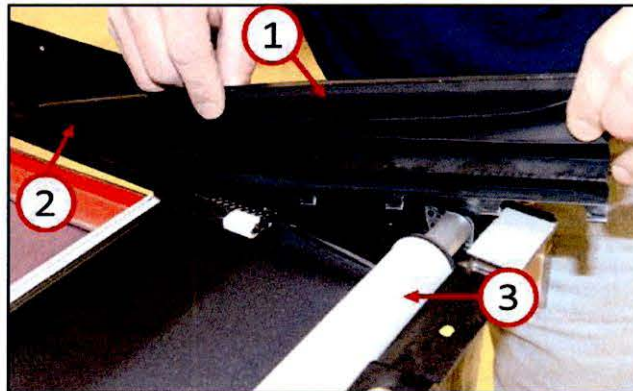


Fig. 1 Mechanism Cover Removal

- 1 - Mechanism Cover
- 2 - Sunroof Frame (Mechanism Cover Track)
- 3 - Sunroof Sunshade

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4. Remove the rear sunroof glass. Refer to the detailed procedures available in DealerCONNECT > TechCONNECT under: Service Info > 23 - Body > Sunroof, Dual Pane > GLASS, Sunroof, Rear > Removal.

5. Remove the sunroof and sunshade drive motors including harness. Refer to the detailed procedures available in DealerCONNECT > TechCONNECT under: Service Info > 08 - Electrical > 8N - Power Systems > Power Top, Sunroof > MOTOR, Sunroof > Removal.
6. Remove the sunroof drain channel. Refer to the detailed procedures available in DealerCONNECT > TechCONNECT under: Service Info > 23 - Body > Sunroof, Dual Pane > CHANNEL, Sunroof Drain > Removal.
7. Remove the sunroof sunshade. Refer to the detailed procedures available in DealerCONNECT > TechCONNECT under: Service Info > 23 - Body > Sunroof, Dual Pane > SUNSHADE, Sunroof > Removal.

NOTE: The sunshade retraction spring force is significant. Firmly hold onto the sunshade fabric roll to control it from rotating while releasing the shade aluminum beam and white clips from the overmold shuttles (**Fig. 2**).

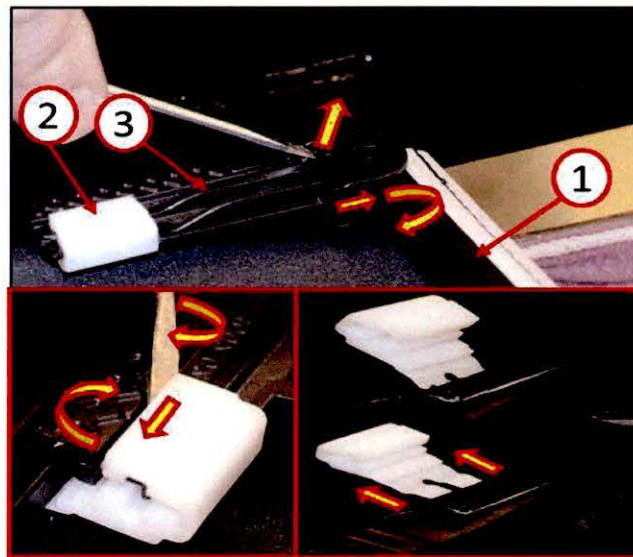


Fig. 2 Disengage Sunshade

- 1 - Sunshade Aluminum Beam
- 2 - White Retaining Clips (Retain Sunshade Fabric)
- 3 - Plastic Overmold/Shuttle

NOTE: Once the spring loaded pin is pressed to release the sunshade from the frame do not fully remove the sunshade until the spring tension on the shade is locked. Use care when removing the sunshade, by applying light pulling pressure to the steel locking pin while rotating the sunshade barrel forward. The plastic end feature of the barrel will rotate from the 12 o'clock position to the 3 o'clock position if done correctly allowing the lock pin to extend out of the barrel locking the spring tension of the sunshade. If the sunshade spring lock is released before it engages in the internal slot, the sunshade has to be replaced with a new one. Once released, the sunshade spring tension cannot be reset (**Fig. 3**).

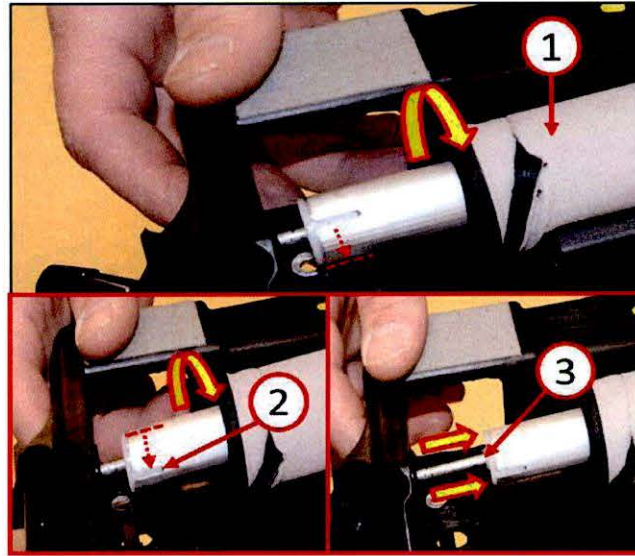


Fig. 3 Sunshade Removal

- 1 - Sunshade (Fabric Roll)
- 2 - Plastic End Feature (Sunshade Barrel)
- 3 - Steel Locking Pin (Sunshade Spring Lock Mechanism)

8. Replace the dual pane sunroof frame with new frame.
9. Install the sunroof sunshade. Refer to the detailed procedures available in DealerCONNECT > TechCONNECT under: Service Info > 23 - Body > Sunroof, Dual Pane > SUNSHADE, Sunroof > Installation.
10. Install the sunroof drain channel. Refer to the detailed procedures available in DealerCONNECT > TechCONNECT under: Service Info > 23 - Body > Sunroof, Dual Pane > CHANNEL, Sunroof Drain > Installation.
11. Install the sunroof and sunshade drive motors including harness. Refer to the detailed procedures available in DealerCONNECT > TechCONNECT under: Service Info > 08 - Electrical > 8N - Power Systems > Power Top, Sunroof > MOTOR, Sunroof > Installation.
12. Install the rear sunroof glass. Refer to the detailed procedures available in DealerCONNECT > TechCONNECT under: Service Info > 23 - Body > Sunroof, Dual Pane > GLASS, Sunroof, Rear > Installation.
13. Install the front sunroof glass. Refer to the detailed procedures available in DealerCONNECT > TechCONNECT under: Service Info > 23 - Body > Sunroof, Dual Pane > GLASS, Sunroof, Front > Installation.
14. Install the dual pane sunroof assembly. Refer to the detailed procedures available in DealerCONNECT > TechCONNECT under: Service Info > 23 - Body > Sunroof, Dual Pane > Installation.
15. Install the sunroof wind deflector. Refer to the detailed procedures available in DealerCONNECT > TechCONNECT under: Service Info > 23 - Body > Sunroof, Dual Pane > DEFLECTOR, Wind > Installation.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
23-30-57-90	Inspect Dual Pane Sunroof Frame (2 - Skilled)	6 - Electrical And Body Systems	0.2 Hrs.
23-30-57-91	Inspect and Replace Dual Pane Sunroof Frame (2 - Skilled)	6 - Electrical And Body Systems	4.6 Hrs.

FAILURE CODE:

ZZ	Service Action
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