



NUMBER: 23-020-14

GROUP: Body

DATE: August 09, 2014

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THIS BULLETIN SUPERSEDES SERVICE BULLETIN 23-014-13 REV. A, DATED APRIL 19, 2013, WHICH SHOULD BE REMOVED FROM YOUR FILES. ALL REVISIONS ARE HIGHLIGHTED WITH **ASTERISKS**** AND INCLUDE LABOR OPERATION ADJUSTMENTS.**

THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 13-020. 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:

Sunroof Opens But Will Not Close And/Or Cycles Back To Open And/Or Sunroof Glass Scratched

OVERVIEW:

This bulletin involves inspecting sunroof glass clearance and if necessary, modifying the sunroof reinforcement to allow adequate clearance for sunroof glass travel.

MODELS:

2012- 2013 (RT) Caravan/Town and Country

NOTE: This bulletin applies to vehicles built after May 31, 2012(MDH 0531XX) and prior to November 1, 2012 (MDH 1101XX).

SYMPTOM/CONDITION:

The customer may experience the sunroof opens but will not close and/or cycles back to open and/or the outer surface of the sunroof glass is scratched.

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)	68028578AA	Glass, Sunroof

Qty.	Part No.	Description
4 (AR)	05019055AA	Tape, Flock/Felt

NOTE: Use Part # 68230057AA in place of 05019055AA Tape, Flock/Felt on Warranty Claim

SPECIAL TOOLS/EQUIPMENT REQUIRED:

C-4150A	Press, Ball Joint
NPN	Feeler Gage (2mm)
NPN	30mm Socket or Equivalent
NPN	Lock Out Tool/"Slim Jim" or Equivalent
NPN	Backing Plate or Equivalent (Approximate Dimension= Length-150mm x Width-50mm x Depth/Thickness-2mm)

REPAIR PROCEDURE:

1. Adjust sunroof panel flushness along the front of the glass (1)&(2) to 2mm underflush. Adjust the rear of the sunroof glass panel (3)&(4) to zero/flush ([Fig. 1](#)).

NOTE: Once the proper glass position has been achieved, tighten the six glass panel attaching screws to 3.5 Nm (31 in. lbs.).

2. Apply two pieces of felt/flock tape p/n 05019055AA to each side of the sunroof glass panel. Apply the tape end to end along the side edge of the sunroof glass panel (5) starting at the end of the rear corner radius running forward ([Fig. 1](#)).

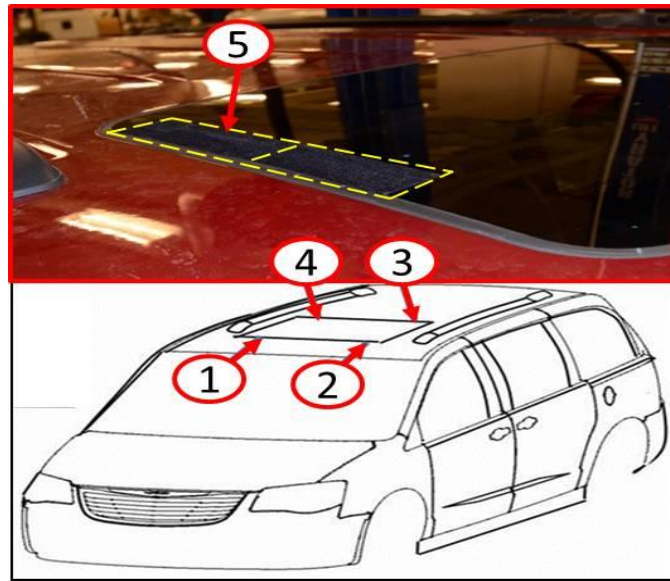


Fig. 1 Apply Tape

- 1 - Driver Side Front Panel Flushness (Adjust to 2mm Underflush)
 - 2 - Passenger Side Front Panel Flushness (Adjust to 2mm Underflush)
 - 3 - Driver Side Rear Panel Flushness (Adjust to 0mm-Flush)
 - 4 - Passenger Side Rear Panel Flushness (Adjust to 0mm-Flush)
 - 5 - Felt/Flock Tape PN 05019055AA (2pcs per Side)
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Cycle the sunroof panel to the full open position and use a 2mm feeler gage (1) to check left and right sunroof glass (3) to inner sheet metal reinforcement (4) gap. Use a flashlight to locate the lowest point between the sheet metal reinforcement (4) and sunroof glass (3) (Fig. 2).

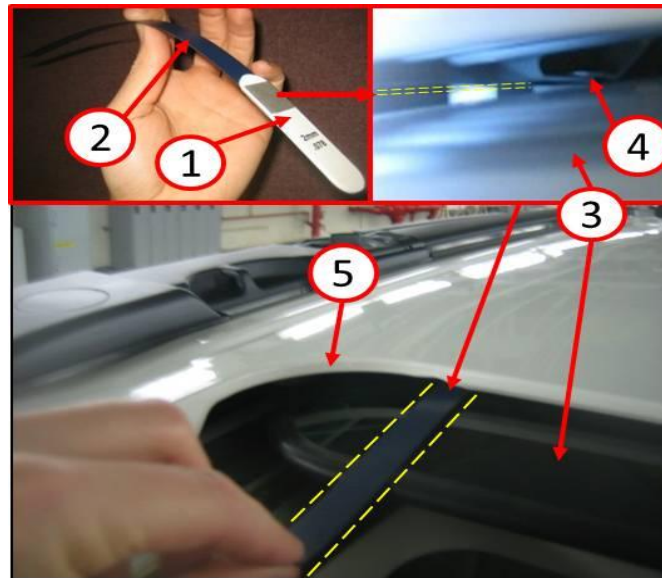


Fig. 2 Inspect

- 1 - Feeler Gage (2mm-taped to extension device)
- 2 - Lock Out Tool/"Slim Jim" (or equivalent device)
- 3 - Sunroof Glass Panel
- 4 - Sheet Metal Reinforcement (inner sunroof structure shown)
- 5 - Sunroof Opening (rear passenger corner shown)

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3. Is the clearance between the inner sunroof sheet metal reinforcement and sunroof glass 2mm or greater?
 - a. Yes>>> This bulletin does not apply, further diagnosis required.
 - b. No>>> Cycle the sunroof to the fully closed position and remove the felt/flock tape. Proceed to [Step #4](#).
 4. Remove the sunroof module. Refer to the detailed procedures available in DealerConnect> TechCONNECT under: Service info> 23-Body> Sunroof> SUNROOF> Removal.

5. Using a backer plate (1) or heavy (3/8"/10mm minimum thickness) cardboard to protect and disburse any pressure applied against the outer roof sheet metal, insert the C-4150A ball joint press/special tool (2) into the low hanging sunroof reinforcement feature (4) (Fig. 3).
6. Insert a 30mm socket or equivalent (3) between the sunroof reinforcement and spindle of the C-4150A ball joint press/special tool to take up space between the frame and spindle of the press. Carefully tighten the spindle of the press to compress the center of the sunroof reinforcement upward (Fig. 3).

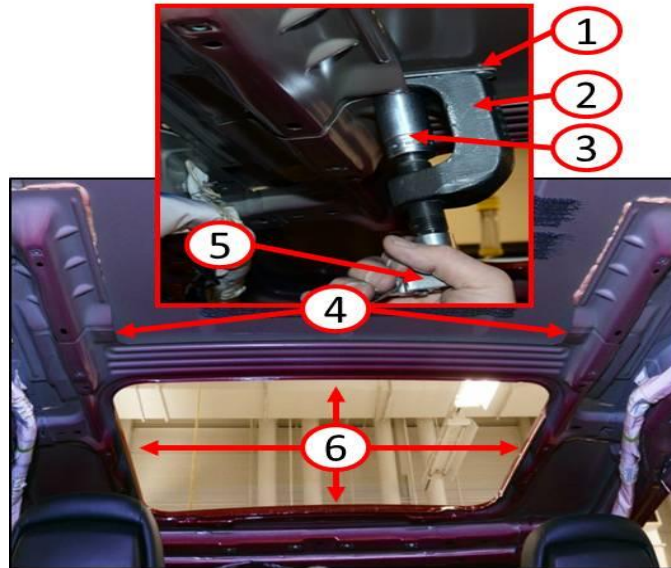


Fig. 3 Modify Using Special Tool

- 1 - Backer Plate (scrap metal shown)
 - 2 - C-4150A Ball Joint Press/Special Tool
 - 3 - Socket (30mm shown)
 - 4 - Sunroof Reinforcement (low hanging features shown)
 - 5 - Ratchet
 - 6 - Sunroof Opening (view from inside vehicle)
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7. Using a backer plate (1) or heavy (3/8"/10mm minimum thickness) cardboard to protect and disburse any pressure applied against the outer roof sheet metal, carefully push the remaining left and right side of the low hanging sunroof reinforcement feature (2) upward using a hammer handle or equivalent blunt tool (3) to provide additional clearance (Fig. 4).

WARNING: A backer plate must be used to protect the exterior roof sheet metal panel from deformation and evenly disburse any pressure placed on the exterior roof panel. Failure to do so will result in damage to the outer roof panel as the raised center of the reinforcement will contact the outer panel creating a dimple or dent from focused pressure at the point of contact.

8. Using an index card or folder stock, create a verification gage (4) that will ensure the proper clearance is achieved as a result of modifying the sunroof reinforcement. The gage should measure 13.5mm down from the outer roof panel and 30mm inward from the outer edge of the sunroof reinforcement. Move the verification gage back and forth along this area to ensure proper clearance is achieved (Fig. 4).

NOTE: Repeat the modification procedure for the opposite side of the vehicle or on existing side until desired clearance is achieved.

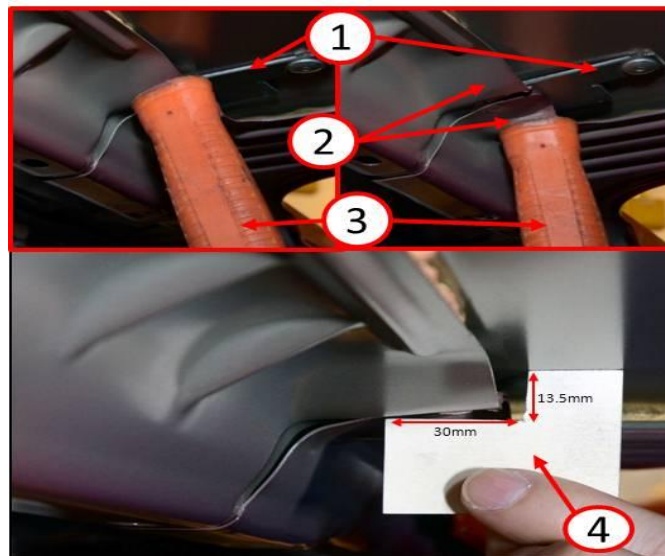


Fig. 4 Verify Modification

- 1 - Backer Plate (scrap metal shown)
- 2 - Left and Right Side (sunroof reinforcement to be modified)
- 3 - Blunt Tool (hammer handle shown)
- 4 - Verification Gage (desired clearance shown)

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9. Reinstall the sunroof module. Refer to the detailed procedures available in DealerConnect> TechCONNECT under: Service info> 23-Body> Sunroof> SUNROOF> Installation.

- 10. Is the outside of the sunroof glass panel scratched?
 - a. Yes>>> Proceed to [Step #11](#).
 - b. No>>> Return the vehicle to the customer or dealer inventory.
- 11. Replace the sunroof glass p/n 68028578AA. Refer to the detailed procedures available in DealerConnect> TechCONNECT under: Service info> 23-Body> Sunroof> Glass, Sunroof> Removal/Installation.

NOTE: Adjust sunroof glass to fit flush with the roof line. (Refer to 23 - Body/Sunroof/GLASS, Sunroof - Adjustments).

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
23-30-56-97	Inspect Sunroof Glass Clearance Only (2 - Skilled)	6- Electrical and Body Systems	0.3 Hrs.
23-30-56-98	Inspect and Repair Sunroof Support Flange (2 - Skilled)	6- Electrical and Body Systems	4.0 Hrs.
23-30-56-99	Inspect and Repair Sunroof Support Flange and Replace Sunroof Glass (2 - Skilled)	6- Electrical and Body Systems	4.4 Hrs.

FAILURE CODE:

ZZ	Service Action
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