



**NUMBER:** 23-032-14

**GROUP:** Body

**DATE:** October 22, 2014

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**SUBJECT:**

Headliner Falling Down - Hard Top Convertible

**OVERVIEW:**

This bulletin involves removing the headliner panels and regluing the headliner fastener brackets to the headliner panels.

**MODELS:**

2011 - 2014 (JS) 200

**NOTE: This bulletin applies to vehicles built on or after May 2, 2011 (MDH 0502XX) and on or before October 31, 2014 (MDH 1031XX) equipped with a Power Retractable Hard Top (sales code VR0).**

**SYMPTOM/CONDITION:**

The fastener brackets that secure the headliner panels to the roof are separating from the headliner panels. The customer may describe the headliner falling down.

**DIAGNOSIS:**

If the customer describes the symptom, perform the Repair Procedure.

**PARTS REQUIRED:**

Qty.	Part No.	Description
2	NPN	LORD Fusor® 147 Plastic Bonding Adhesive = 10.1 oz (300 mL)
1 (AR)	NPN	LORD Fusor® 602EZ Surface Modifier = 9 oz (255 mL)

**NOTE: 2 cartridges of LORD Fusor® 147 adhesive will service approximately 1 vehicle.**

**NOTE: Each can of LORD Fusor® 602EZ surface modifier will service approximately 50 vehicles (Shop Supply, Not on Claim).**

**NOTE: For LORD Fusor technical support or to find a local distributor, please call +1 800 234 FUSOR (3876).**

***SPECIAL TOOLS/EQUIPMENT REQUIRED:***

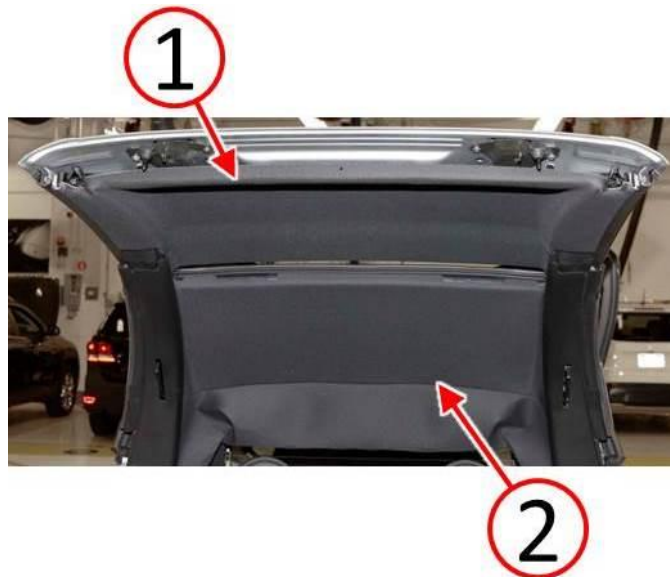
NPN	Fusor® 301 Manual 10.1 oz (300 mL) Dispensing Gun
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**NOTE: The Fusor® 301 manual dispensing gun is a non-reimbursable shop tool.**

***REPAIR PROCEDURE:***

**NOTE: Be careful not to damage the fasteners.**

1. Remove the headliner panels, front (1) and mid/rear (2), from the retractable hard top (Fig. 1). Refer to the detailed service procedures available in DealerCONNECT> TechCONNECT under: Service Info> 23 - Body> Convertible Top, Retractable Hard Top Unique Components> Headliner> Removal.



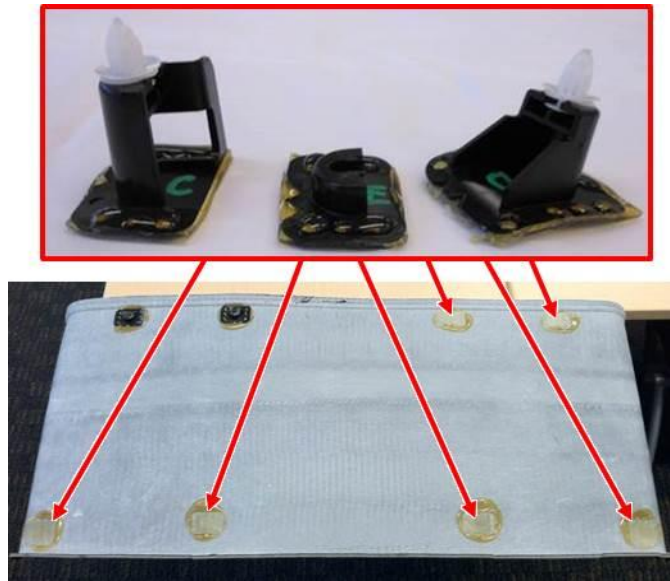
***Fig. 1 Headliner Panels***

- 1 - Front Headliner Panel
- 2 - Mid/Rear Headliner Panel

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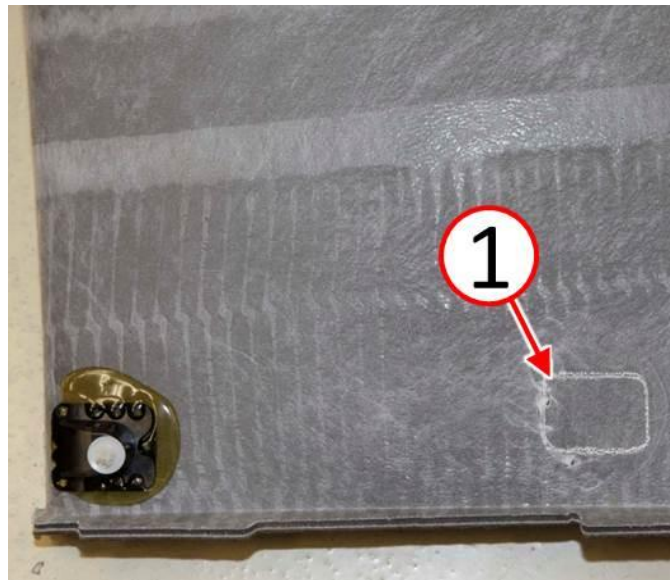
**NOTE: fastener brackets must be put back in their original locations.**

2. For each detached fastener bracket, use the existing hot melt glue pattern on the headliner panel as a template, to identify its original position/location as shown in (Fig. 2).



**Fig. 2 Headliner Panel Fastener Brackets Separated**

**NOTE:** If the hot melt glue pattern is not visible, look for a raised rectangular ridge outlining the fastener bracket location, highlighted in white (1) for visibility. Actual fastener bracket location raised ridge will not be white (Fig. 3).

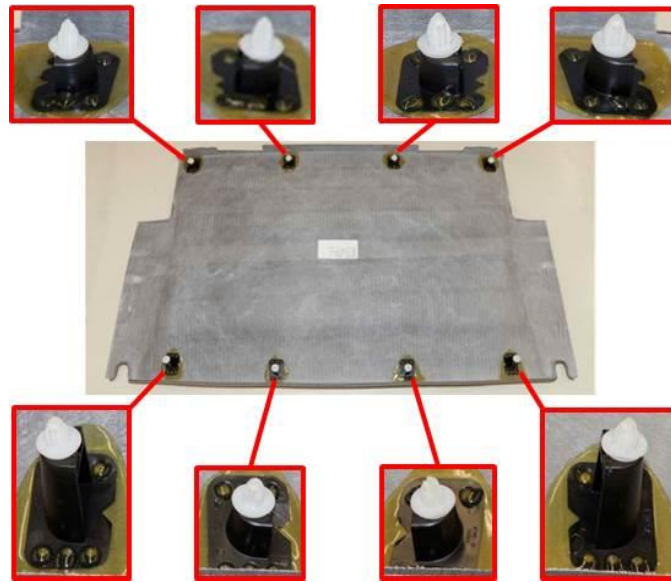


**Fig. 3 Headliner Panel Fastener Bracket Location Feature**

1 - Raised Rectangular Ridge

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**NOTE:** For fastener bracket location reference, refer to (Fig. 4), (Fig. 5).



***Fig. 4 Front Headliner Panel Fastener Bracket Locations***



***Fig. 5 Mid-Rear Headliner Panel Fastener Bracket Locations***

3. For all fastener brackets that detached from the headliner panel, use a paint marker to identify each location with a unique letter or number for reference as shown in (Fig. 6).

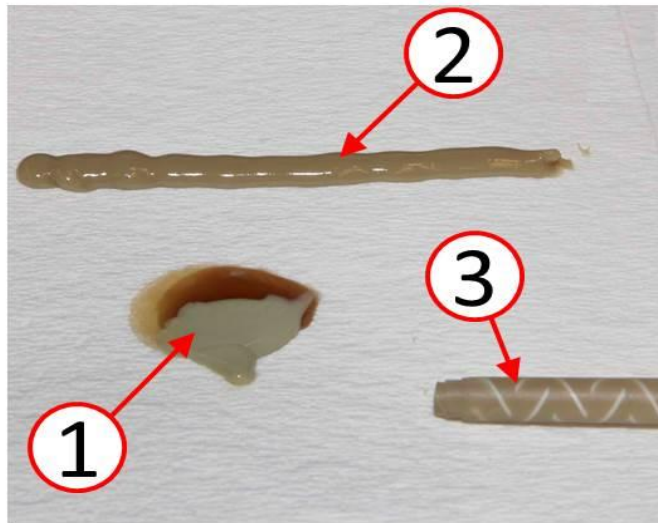


***Fig. 6 Label Fastener Bracket Locations***

4. Apply LORD Fusor® 602EZ surface modifier to the bonding surface of any fastener brackets that have separated from the headliner panel and/or the hot melt glue due to adhesive failure.

**NOTE: Adhesive working time will be limited. Be sure to have all fastener brackets located in their proper positions on the headliner panels prior to preparing the two-component adhesive cartridge for use.**

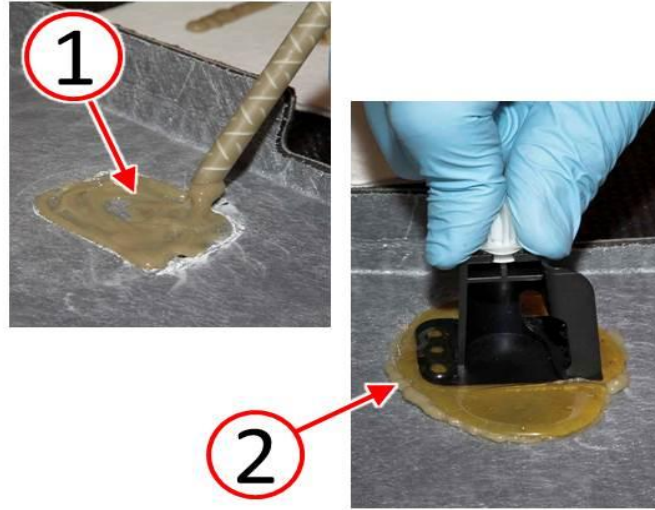
5. Insert the LORD Fusor® two-component adhesive cartridge into the dispensing gun.
6. Squeeze a small amount of the two-component adhesive from each side of the cartridge (1) (Fig. 7). This will level the plungers and ensure that the adhesive is coming out of both sides of the adhesive cartridge.
7. Attach the mixing tip to the adhesive cartridge then dispense a small amount of material (2) approximately the length of the mixing tip to verify that the adhesive is evenly mixed in the mixing tip (3) (Fig. 7).



***Fig. 7 Prepare Two-Component Adhesive Cartridge***

- 1 - Purge Air From Adhesive Cartridge
  - 2 - Verify Even Two-Component Adhesive Mixing
  - 3 - Adhesive Cartridge Mixing Tip
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8. Attach all fastener brackets that have detached from the headliner panels by applying a bed of adhesive (1) to the headliner panel fastener bracket location, then firmly seating the fastener bracket (2) in the proper position (Fig. 8).

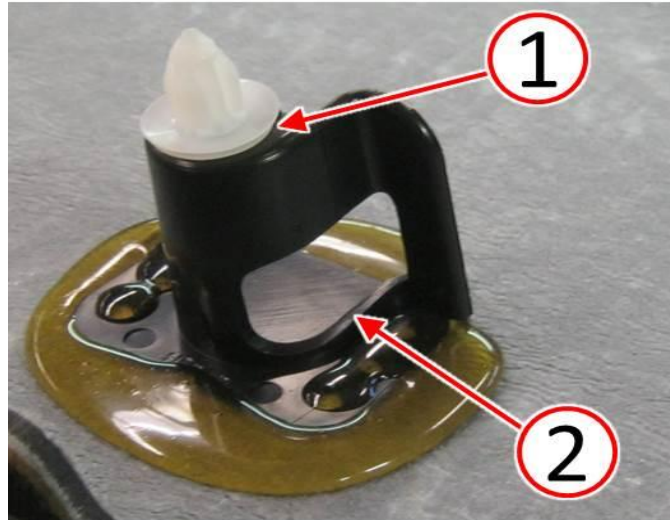


**Fig. 8 Attach Any Detached Fastener Brackets**

- 1 - Apply Adhesive To Fastener Bracket Location
  - 2 - Attach Fastener Bracket In Proper Position
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**NOTE:** Be careful to **NOT** apply adhesive to the upper portion of the brackets (1) where the fastener attaches to the bracket (Fig. 9).

**NOTE:** Be careful to **NOT** allow adhesive to block any part of the folding top latch clearance window (2) present on two of the mid/rear panel brackets (Fig. 9).



***Fig. 9 Adhesive Avoidance Areas***

1 - Fastener

2 - Bracket Window

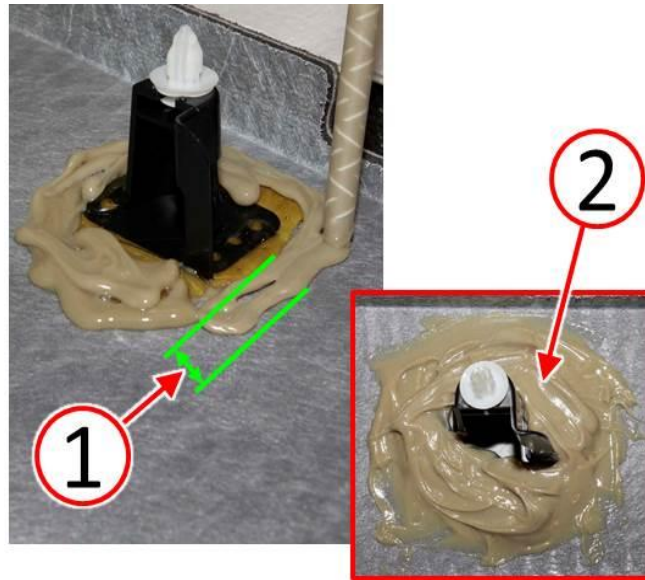
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9. Over-glue **ALL** fastener brackets, the reattached brackets and those brackets that did not detach. Apply adhesive over-top of the bracket base and over-top of the existing original amber colored adhesive and onto the headliner panel.

**NOTE: Ensure that the adhesive extends approximately 13 mm (1/2 in.) onto the headliner panel beyond the edge (1) of the original amber colored adhesive.**

**NOTE: Ensure that the adhesive coverage (2) is approximately 5 mm (3/16 in.) thickness for sufficient strength.**



**Fig. 10 Over Glue Fastener Brackets**

1 - Approximately 13 mm (1/2 in.)

2 - Over-Glue All Brackets With Adhesive

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10. Allow the adhesive to cure per-manufacturer's directions, approximately 4 hours.
  11. Install the headliner panels, front (1) and mid/rear (2), to the retractable hard top ([Fig. 1](#)). Refer to the detailed service procedures available in DealerCONNECT> TechCONNECT under: Service Info> 23 - Body> Convertible Top, Retractable Hard Top Unique Components> Headliner> Installation.

**POLICY:**

Reimbursable within the provisions of the warranty.

**TIME ALLOWANCE:**

<b>Labor Operation No:</b>	<b>Description</b>	<b>Skill Category</b>	<b>Amount</b>
23-20-45-9C	Headliner, Folding Hard Top Front and Mid Section - Glue All Retainer Brackets (1 - Semi-Skilled)	6 - Electrical and Body Systems	1.2 Hrs.

**FAILURE CODE:**

ZZ	Service Action
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**PART REIMBURSEMENT DETAIL:**

<b>Part No:</b>	<b>Description</b>
NPN	2 Cartridges of LORD Fusor® 147

**NOTE: This part number is for reimbursement only and will need to be claimed for the value of 2 cartridges of LORD Fusor® 147 or it will be rejected. If this is a non-MOPAR part or product, a copy of the invoice showing the purchase of the non-MOPAR part or product needs to be attached to the reimbursement claim.**