

NUMBER: 23-010-14

GROUP: Body

DATE: April 04, 2014

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SUBJECT:

Click, Creak, Or Groaning Sound Near C-Pillar, Dual Pane Sunroof (Sales Code GWJ)

OVERVIEW:

This bulletin involves inspecting and if necessary replacing rear sunroof glass panel or adding structural adhesive at the right rear corner C-Pillar sunroof opening reinforcement.

MODELS:

2013 - 2014 WK Grand Cherokee

NOTE: This bulletin applies to vehicles built on or after November 13, 2012 (MDH 1113XX) and on or before March 1, 2013 (MDH 0301XX) also vehicles built on or after May 1, 2013 (MDH 0501XX) and on or before July 13, 2013 (MDH 0713XX) equipped with Dual Pane Panoramic Sunroof (Sales Codes GWJ).

SYMPTOM/CONDITION:

Click, creak, or groaning sound near C-pillar at rear corner of sunroof.

DIAGNOSIS:

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

PARTS REQUIRED:

Qty.	Part No.	Description
1 (AR)	NPN	Lord Fusor 112B Structural Adhesive Or Equivalent
1 (AR)	68081060AB	GLASS, Sunroof

SPECIAL TOOLS/EQUIPMENT REQUIRED:

C-4755	Trim Stick
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REPAIR PROCEDURE:

1. Test drive the vehicle over uneven road surfaces or where the customer advises the noise can be duplicated. Attempt to duplicate the noise by pushing upward on the dual pane sunroof rear panel at the rear corner with increasing pressure then release while listening for a creak/groan noise. Also try tapping with fist on the dual pane sunroof rear panel at the rear corner while listening for a click/tick noise (Fig. 1). If the suspect noise is duplicated, proceed to Step #2 .

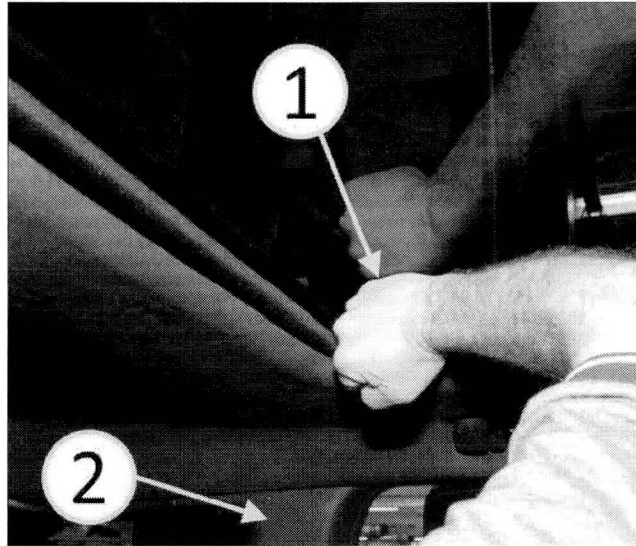


Fig. 1 Push And Tap On Sunroof Glass Panel

- 1 - Push/Tap On Glass
2 - C-Pillar
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2. Determine build date of the vehicle:
 - a. For vehicles built on or after November 13, 2012 and on or before March 1, 2013, if a click/tick noise is heard while tapping on the rear corner of the dual pane sunroof rear panel>>> Proceed to Step #3.
 - b. For vehicles built on or after May 1, 2013 and on or before July 13, 2013, if a creak/groan noise is heard while pushing upward and releasing the rear corner of dual pane sunroof rear panel>>> Proceed to Step #7.

NOTE: Steps 3 through 6 are for vehicles built on or after November 13, 2012 and on or before March 1, 2013.

3. Remove the rear sunroof pane rear attaching screw on the side where the noise is heard (Fig. 2).

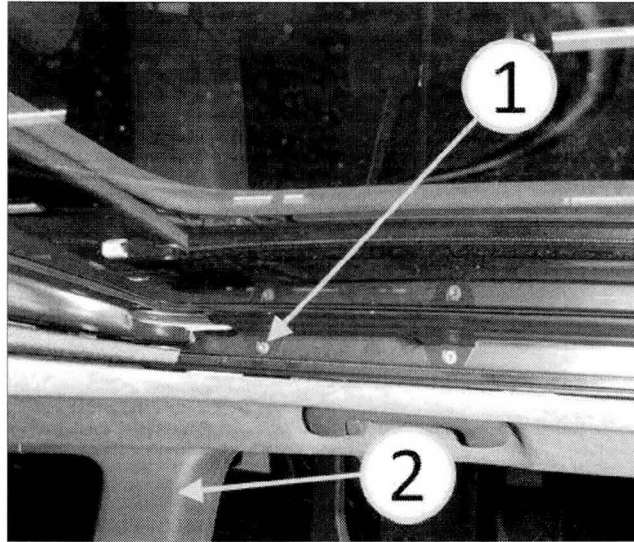


Fig. 2 Sunroof Glass Panel Screw

- 1 - Screw
- 2 - C-Pillar

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4. Repeat the test by tapping with a fist on the dual pane sunroof rear panel at the rear corner while listening for the click/tick noise as was done in Step #1 to verify if removing the screw turns off the sound. Was the click/tick sound eliminated?
 - a. Yes>>> Proceed to Step #5.
 - b. No>>> This bulletin does not apply, continue with further diagnosis.
 5. Replace the rear sunroof panel. Refer to the detailed repair procedures available in: DealerCONNECT> TechCONNECT under: Service Info> 23- Body> Sunroof, Dual Pane> GLASS, Sunroof, Rear> Removal/Installation.
 6. Confirm the issue has been resolved then, return the vehicle to the customer.

NOTE: Steps 7 through 16 are for vehicles built on or after May 1, 2013 and on or before July 13, 2013.

7. Remove the headliner. Refer to the detailed procedures available in DealerCONNECT> TechCONNECT> Service Info> 23 -Body> Interior> Headliner> Removal.
8. Visually inspect for adhesive filling the space between the sheet metal structural components at C-pillar nearest rear corner of sunroof module where the noise was heard. Can adhesive be seen filling the space identified in (Fig. 3)?
 - a. Yes>>> Repeat the diagnostic test of pushing upward on the dual pane sunroof rear panel at the rear corner with increasing pressure then release while listening for creak/groan noise as was done in Step #1 to ensure that the noise is actually coming from the area identified in (Fig. 3) before proceeding to Step #9. If noise is not coming from this structural joint, than this bulletin does not apply and further diagnosis is required.
 - b. No>>> Adhesive was not observed filling the identified area. Continue to Step #9.

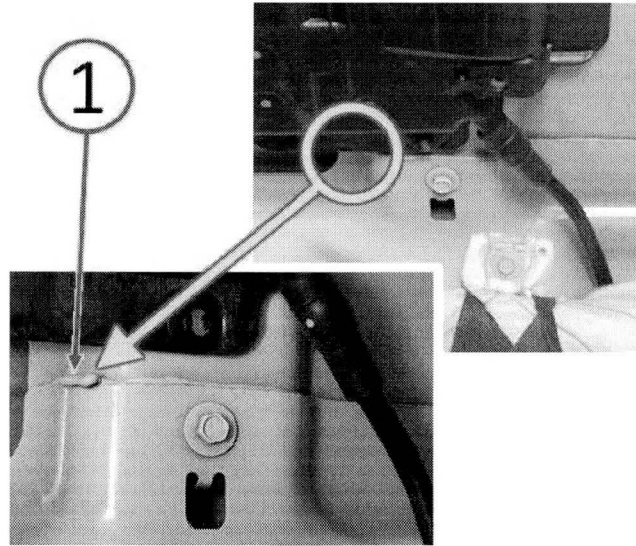


Fig. 3 Visually Inspect For Adhesive

1 - Adhesive

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9. Remove the dual pane sunroof module for access to the sheet metal flange. Refer to the detailed repair procedures available in: DealerConnect> TechCONNECT under: Service Info> 23 - Body> Sunroof, Dual Pane> Removal
 10. Insert trim stick C-4755 (1) at the location shown in (Fig. 4). Can the metal be easily moved by moving the trim stick left to right?
 - a. Yes>>> Proceed to Step #11.
 - b. No>>> This bulletin does not apply, continue with further diagnosis.
 11. Clean and prepare the sheet metal flange (2) identified in (Fig. 4) for application of structural adhesive per the adhesive manufacturer's recommendations.
 12. Apply Lord Fusor 112B structural adhesive or equivalent at the sheet metal flange, location (2) identified by the dashed line in (Fig. 4).

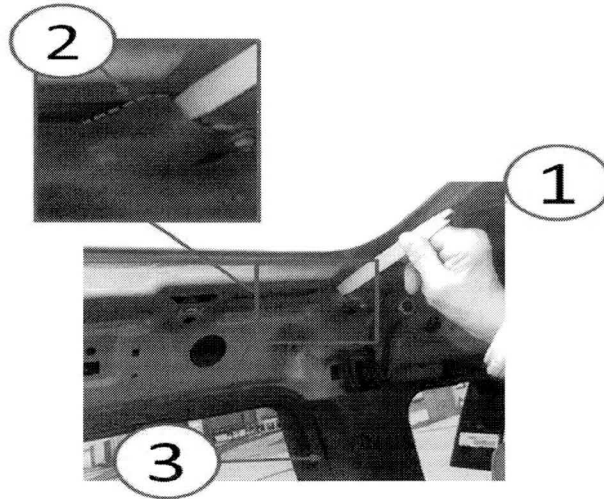


Fig. 4 Dual Pane Sunroof Reinforcement

- 1 - Trim Stick
- 2 - Sheet Metal Flange
- 3 - C-Pillar

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13. Allow the adhesive to cure per the adhesive manufacturer's recommendations.
 14. Install the dual pane sunroof module. Refer to the detailed repair procedures available in: DealerConnect> TechCONNECT under: Service Info> 23 - Body> Sunroof, Dual Pane> Installation.
 15. Install the headliner. Refer to the detailed procedures available in DealerCONNECT> TechCONNECT>: Service Info> 23 -Body> Interior > Headliner> Installation.
 16. Confirm the issue has been resolved, then return the vehicle to the customer.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
23-30-65-9B	Inspect Sunroof Glass Panel Only (2 - Skilled)	6 - ELECTRICAL AND BODY SYSTEMS	0.3 Hrs.
23-30-65-9C	Inspect and Replace Sunroof Glass Panel (2 - Skilled)	6 - ELECTRICAL AND BODY SYSTEMS	2.9 Hrs.
23-30-56-9E	Inspect Sunroof Module Reinforcement Only (2 - Skilled)	6 - ELECTRICAL AND BODY SYSTEMS	2.3 Hrs.
23-30-56-9F	Inspect Sunroof Module Reinforcement with Headliner Removed (2 - Skilled)	6 - ELECTRICAL AND BODY SYSTEMS	2.7 Hrs.
23-30-56-9G	Inspect Sunroof Module Reinforcement and Apply Adhesive (2 - Skilled)	6 - ELECTRICAL AND BODY SYSTEMS	2.8 Hrs.

FAILURE CODE:

ZZ	Service Action
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PART REIMBURSEMENT DETAIL:

Part No:	Description
NPN	Lord Fusor 112B Structural Adhesive Or Equivalent

NOTE: This part number is for reimbursement only and will need to be claimed for the value of the Structural Adhesive 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.