

**NUMBER:** 23-023-14

**GROUP:** Body

**DATE:** September 11, 2014

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**THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 14-074. 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:**

Metallic Rattle Noise From The Roof Headliner Area

**OVERVIEW:**

This bulletin involves bonding the roof sheet metal to the roof bow using urethane adhesive.

**MODELS:**

2014 (DS) 1500 Pickup

**NOTE: This bulletin applies to vehicles built on or after March 25, 2014 (MDH 0325XX) and on or before April 2, 2014 (MDH 0402XX) equipped with Power Sunroof (sales code GWA).**

**SYMPTOM/CONDITION:**

Loud metallic rattle noise coming from the roof headliner area while driving over rough road surfaces and/or upon door closing.

**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:**

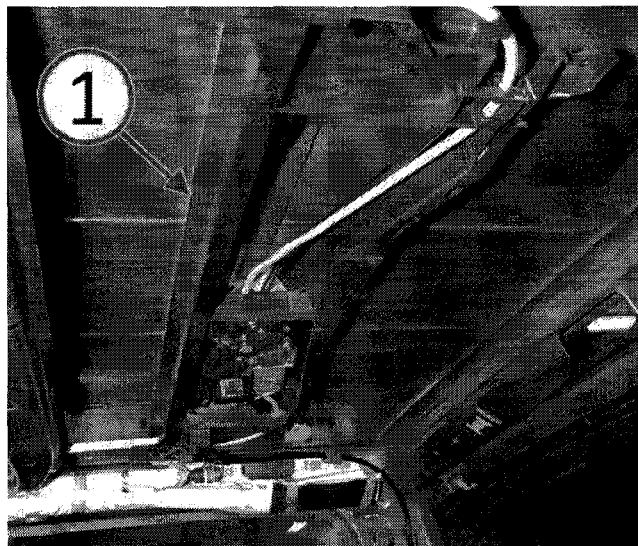
| Qty. | Part No.   | Description                 |
|------|------------|-----------------------------|
| 1    | 04864015AC | Windshield Installation Kit |

1. Open the sunroof then close the driver's front door aggressively three times while listening for a tin sounding slap or rattle from the rear headliner area.
2. Was a metallic rattle noise heard coming from the headliner area?
  - a. YES>>> Continue with the Repair Procedure.
  - b. NO>>> This Bulletin does not apply. Further diagnosis is required.

3. Close the sunroof to improve access to the roof bow later in the procedure.

**NOTE: Windshield does NOT need to be removed to complete this repair procedure.**

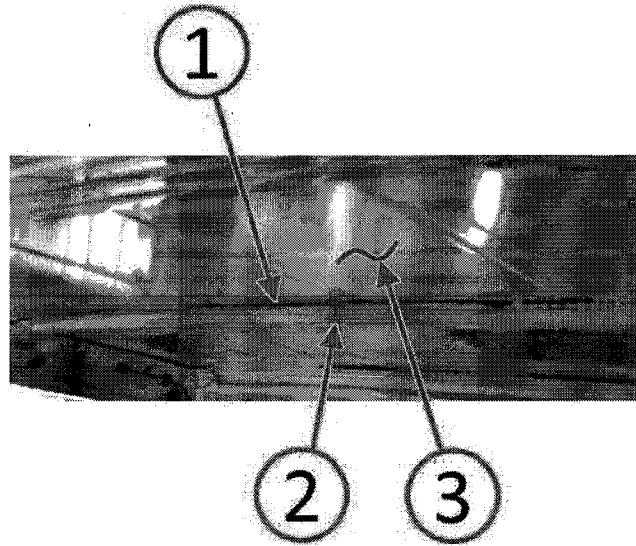
4. Lower the headliner and rest on the front seat headrests. Refer to the detailed service procedures available in DealerCONNECT> TechCONNECT under: Service Info> 23 - Body> Interior> HEADLINER> Removal.
5. Slide the sunroof shade forward, to expose the roof bow (1) (Fig. 1).



***Fig. 1 Roof Bow Inspection Location***

1 - Roof Bow

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6. Inspect for missing or separated anti-flutter adhesive foam (1) between the roof bow (2) and the roof sheet metal (3) (Fig. 2).

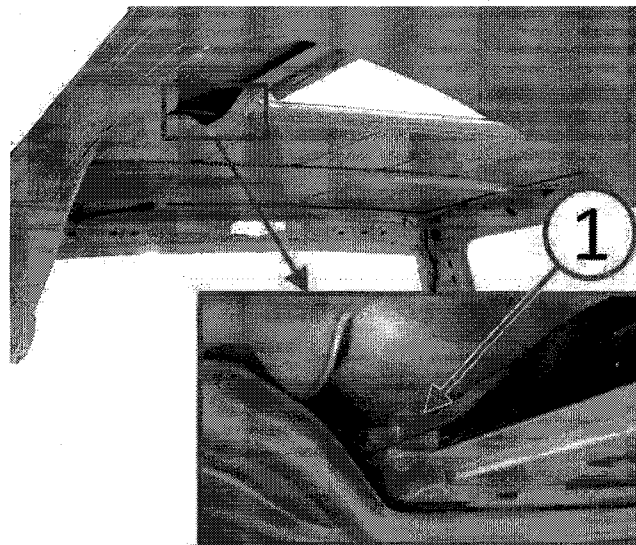


**Fig. 2 Roof Bow Bonding Inspection**

- 1 - Missing Or Separated Foam
- 2 - Roof Bow
- 3 - Roof Sheet Metal

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7. Inspect for missing or separated anti-flutter adhesive foam (1) between the sunroof opening reinforcing ring and the roof sheet metal in the right and left rear corners of the sunroof opening reinforcing ring (Fig. 3).



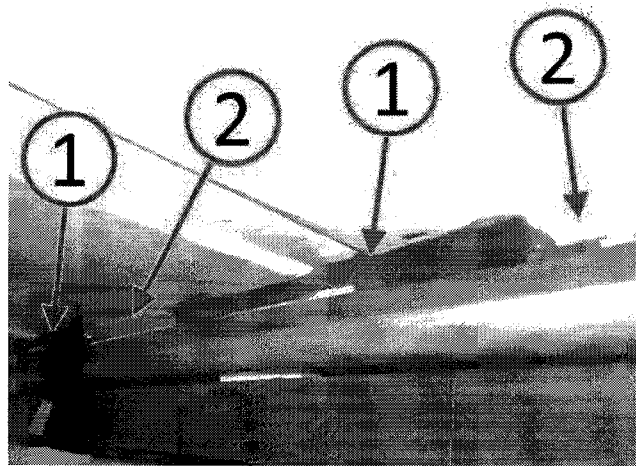
**Fig. 3 Sunroof Ring Bonding Inspection**

- 1 - Missing Or Separated Foam
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8. Cover the interior components with a plastic cover before beginning the repair process.
9. Remove / scrape off the old anti-flutter adhesive foam that did not bond.

**CAUTION: DO NOT APPLY A CONTINUOUS BEAD. Gaps in the urethane application are required to prevent distortion of the roof sheet metal panel as the urethane cures.**

10. Apply windshield urethane to the missing adhesive area in several 100 mm - 125 mm (4 in. - 5 in.) beads (1) with 75 mm (3 in.) gaps (2) (Fig. 4). Remove any excess urethane.



**Fig. 4 Urethane Application**

- 1 - Urethane Bead  
2 - Intensional Gap

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11. Allow the urethane to cure per the manufacturer's directions.
  12. Close the driver's front door aggressively three times, while listening for a tin sounding slap or rattle from the rear headliner area. If the noise has been eliminated, begin the reassembly process.
  13. Reinstall the headliner. Refer to the detailed service procedures available in DealerCONNECT> TechCONNECT under: Service Info> 23 - Body> Interior> 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> |
|----------------------------|---------------------------------------------------|---------------------------------|---------------|
| 23-30-57-92                | Rattle Noise Inspection Only (2 - Skilled)        | 6 - Electrical and Body Systems | 0.2 Hrs.      |
| 23-30-57-93                | Inspect And Apply Urethane Adhesive (2 - Skilled) | 6 - Electrical and Body Systems | 1.9 Hrs.      |

**FAILURE CODE:**

|    |                |
|----|----------------|
| ZZ | Service Action |
|----|----------------|

**PART REIMBURSEMENT DETAIL:**

| <b>Part No:</b> | <b>Description</b>          |
|-----------------|-----------------------------|
| NPN             | Windshield Installation Kit |

**NOTE: This part number is for reimbursement only and will need to be claimed for Dealer Net of Part No. 04864015AB or it will be rejected.**