



**NUMBER:** 23-043-16

**GROUP:** Body

**DATE:** September 22, 2016

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**THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 16-089. ALL APPLICABLE UN-SOLD RRT VIN's HAVE BEEN LOADED. TO VERIFY THAT THIS RRT SERVICE ACTION IS APPLICABLE TO THE UN-SOLD VEHICLE, USE VIP OR PERFORM A VIN SEARCH IN TECHCONNECT.**

***SUBJECT:***

Dual Pane Sunroof Assembly Making Contact With The Roof

***OVERVIEW:***

This bulletin involves adjusting the fixed rear dual pane sunroof assembly.

***MODELS:***

2017 (RU) Chrysler Pacifica

**NOTE: This bulletin applies to vehicles within the following markets/countries:  
NAFTA.**

**NOTE: This bulletin applies to vehicles built on or before August 18, 2016 (MDH 0818XX) equipped with Full Sunroof, Power Front, Fixed Rear (Sales Code GWJ).**

***SYMPTOM/CONDITION:***

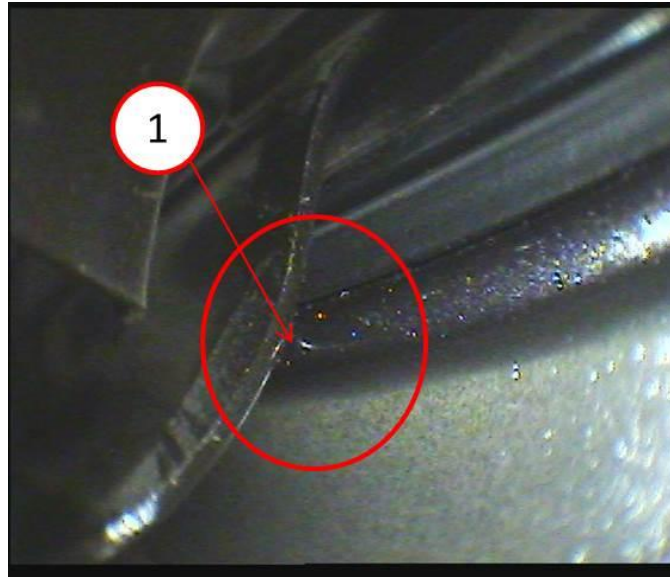
The customer may describe an audible creak/rattle heard from the rear dual pane sunroof assembly while driving.

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 listed above, perform the Repair Procedure.

**DIAGNOSIS:**

The sunroof may be in contact with the roof causing a noise ([Fig. 1](#)).

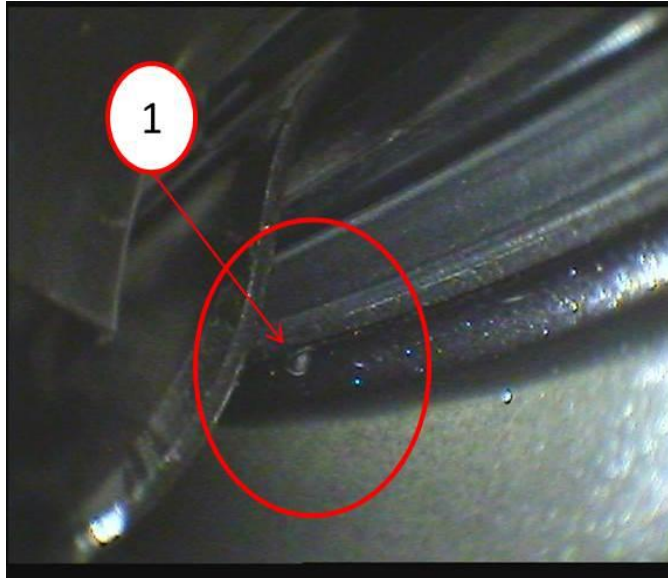
**NOTE:** Figures ([Fig. 1](#)) & ([Fig. 2](#)) are for reference and a visual understanding of the issue. The areas shown are not visible with the headliner installed.



***Fig. 1 Contact With Roof***

1 - Rubbing Against Roof

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***Fig. 2 Clearance After Repair***

1 - Area That Was Making Contact

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**REPAIR PROCEDURE:**

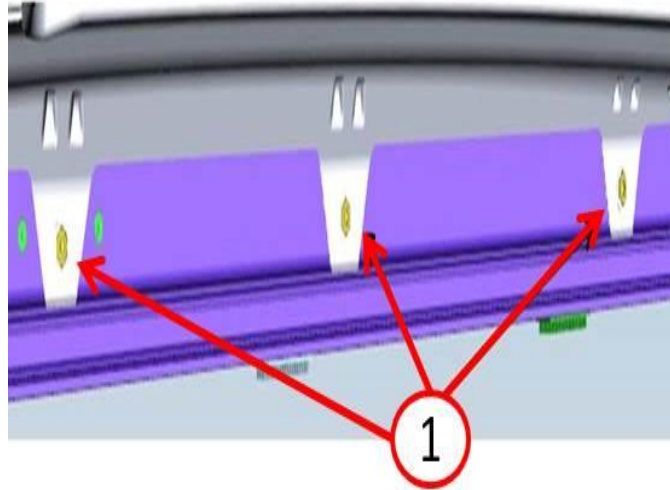
1. Is the vehicle unsold and on the RRT VIN List?
  - a. YES>>>Proceed to [Step #4](#).
  - b. NO>>> Proceed to [Step #2](#).
2. Open the sunshade completely and have a passenger sit in the 2nd row seat to listen for the noise. Drive the vehicle on a medium to rough road between 40-56 Kph (25-35 Mph) making sure the radio & HVAC controls are off and all windows are closed.
3. Was a noise heard from the left or right hand side or both?
  - a. YES >>> Proceed to [Step #4](#).
  - b. NO>>> This Bulletin does not apply. Normal diagnosis should be performed.
4. With the sunshade completely open, use a T-25 torx® bit on a screwdriver or extended socket wrench to loosen the rear two fasteners on both sides of the dual pane sunroof rear glass panel shown in ([Fig. 3](#)) and ([Fig. 4](#)).



**Fig. 3 Sunroof Adjustment**

1 - One Of The Adjustments Points

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**Fig. 4 Sunroof Adjustment Locations**

1 - Location Of Torx® Bolts

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5. With the sliding door open, have a second tech stand on the sill and adjust the rear glass panel to be flush with the roof surface.
  6. Tighten the rear two fasteners on both sides while the second tech holds the glass flush to the roof surface (Fig. 3). Tighten to 4.5 N·m (40 In lbs).
  7. Verify there is no audible creak/rattle noise after adjustment is performed.

**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> |
|----------------------------|-----------------------------------------------------------------------------------------------------------------|---------------------------------------|---------------|
| 23-30-65-9F                | Sunroof Dual Pane - Adjust<br>(RRT For Unsold Vehicles)<br>(1 - Semi - Skilled)                                 | 6 - Electrical<br>and Body<br>Systems | 0.2 Hrs.      |
| 23-30-65-9G                | Sunroof Dual Pane - Adjust And Test<br>drive<br>(Sold Vehicles not on the RRT Vin List)<br>(1 - Semi - Skilled) | 6 - Electrical<br>and Body<br>Systems | 0.4 Hrs.      |

**FAILURE CODE:**

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