



NUMBER: 23-044-16

GROUP: Body

DATE: September 24, 2016

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SUBJECT:

Creak Noise Coming From Fixed Roof Panel Glass

OVERVIEW:

This bulletin involves applying sealant to the fixed glass roof panel supports.

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 after April 07, 2016 (MDH 0407XX) and on or before June 03, 2016 (MDH 0603XX) equipped with Full Sunroof, PWR FRT, Fixed Rear (Sales Code GWJ) or Dual-Pane Sunroof (Sales Code GFC).

SYMPTOM/CONDITION:

Customers may experience a creak noise coming from the fixed sunroof glass panel when going over a rough surface.

DIAGNOSTIC PROCEDURE:

1. Is the customer stating a creak noise is heard coming from the fixed sunroof glass panel when going over a rough surface?
 - a. YES >>> Continue to the Repair Procedure [Step #1](#).
 - b. NO >>> This bulletin does not apply. Normal diagnosis should be performed.

PARTS REQUIRED:

Qty.	Part No.	Description
1 (AR)	NPN	3M™ Autobody Sealant, Tan (5 ounces) #08301 (Or Equivalent)

NOTE: Each tube of 3M™ Autobody Sealant, Tan (5 ounces) #08301 will service 4 vehicles.

REPAIR PROCEDURE:

1. Lower the headliner three to five inches at the rear of the vehicle. Refer to the detailed service procedures available in DealerCONNECT> TechCONNECT under: Service Info>23 - Body/Interior/Headliner/Removal.

NOTE: The gap between the fixed glass panel reinforcement and rear quarter panel tab is approximately 1 mm (.03 in).

2. Apply a sealant bead between the fixed glass panel reinforcement and the entire length of both the left and right rear quarter panel tabs (Fig. 1).

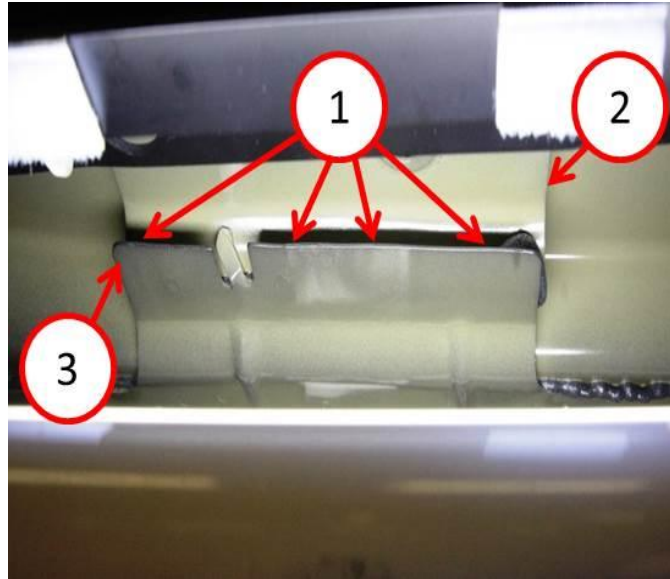


Fig. 1 Area To Apply Sealant

- 1 - Bead Of Sealant Length
 - 2 - Fixed Glass Panel Tab
 - 3 - Rear Quarter Panel Tab
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- Using a flat bladed tool or equivalent, smooth sealant bead (Fig. 2). Allow sealant to dry per manufacturers directions.

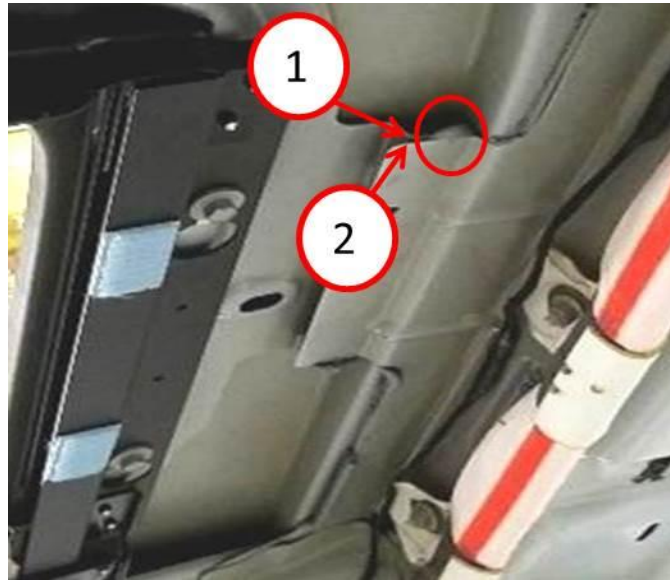


Fig. 2 Sealant Applied - Front

- 1 - Fixed Glass Reinforcement
 - 2 - Rear Quarter Panel Tab
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- Install 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:

Labor Operation No:	Description	Skill Category	Amount
23-30-65-9E	Apply Sealant to Fixed Glass/Roof Bow Flange (2 - Skilled)	6 - Electrical and Body Systems	1.1 Hrs.

FAILURE CODE:

ZZ	Service Action
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PARTS REIMBURSEMENT DETAIL:

Part No.	Description
NPN	3M™ Autobody Sealant, Tan (5 ounces) #08301

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