



NUMBER: 23-041-16 REV. A

GROUP: Body

DATE: September 30, 2016

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SUBJECT:

Click, Creak, Or Groaning Sound Near C-Pillar, Dual Pane Sunroof

OVERVIEW:

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

MODELS:

2016 WK Grand Cherokee

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

NOTE: This bulletin applies to vehicles built on or after **January 01, 2016 (MDH 0101XX)**** and on or before **April 29, 2016 (MDH 0429XX)** equipped with Dual Pane Panoramic Sunroof (Sales Code 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

NOTE: Each Lord Fusor 112B structural adhesive tube will service approximately 5 vehicles.

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](#)).



Fig. 1 Push And Tap On Sunroof Glass Panel

1 - Push/Tap On Glass

2 - C-Pillar

2. Remove the headliner. Refer to the detailed procedures available in DealerCONNECT> TechCONNECT> Service Info> 23 -Body> Interior> Headliner> Removal.
3. 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. 2)?
 - a. Yes>>> Repeat the diagnostic test of pushing upward on the dual pane sunroof rear panel at the rear corner with increasing pressure and then releasing while listening for creak/groan noise as performed in Step #1. Ensure that the noise is coming from the area identified in (Fig. 2) before proceeding to Step #4. If noise is not coming from this structural joint, this bulletin does not apply and further diagnosis is required.
 - b. No>>> Adhesive was not observed filling the identified area. Continue to Step #4.

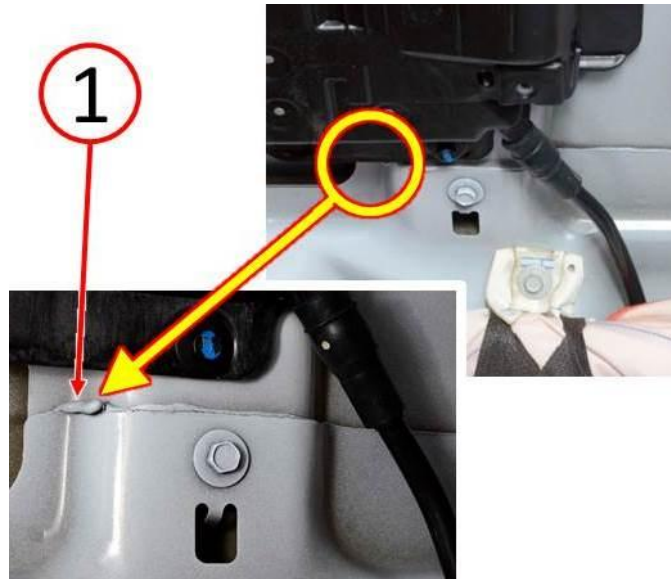


Fig. 2 Visually Inspect For Adhesive

4. 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.
5. Insert trim stick C-4755 (1) at the location shown in (Fig. 3). Can the metal be easily moved by moving the trim stick left to right?
 - a. Yes>>> Proceed to [Step #6](#).
 - b. No>>> This bulletin does not apply. Continue with further diagnosis.
6. Clean and prepare the sheet metal flange identified in (Fig. 3) for application of structural adhesive per the adhesive manufacturer's recommendations.
7. Apply Lord Fusor 112B structural adhesive or equivalent at the sheet metal flange location identified by the dashed line in (Fig. 3).

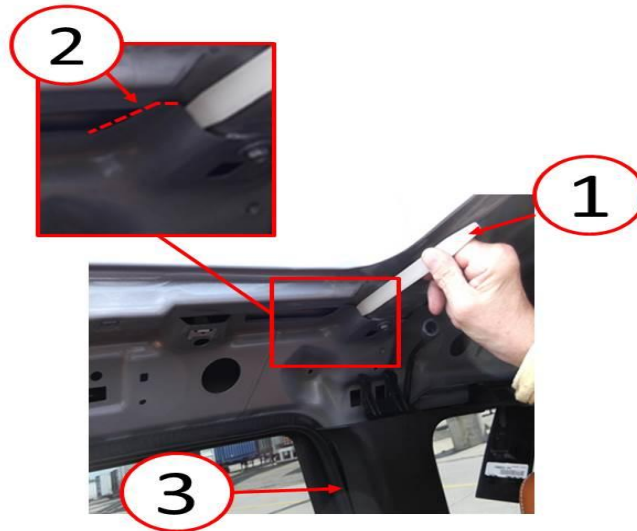


Fig. 3 Dual Pane Sunroof Reinforcement

- 1 - Trim Stick
 - 2 - Apply Structural Adhesive To The Sheet Metal Flange
 - 3 - C-Pillar
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8. Allow the adhesive to cure per the adhesive manufacturer's recommendations.
9. 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.
10. Install the headliner. Refer to the detailed procedures available in DealerCONNECT> TechCONNECT>: Service Info> 23 -Body> Interior > Headliner> Installation.
11. 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
23-30-56-9P	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.