



**NUMBER:** 23-020-16

**GROUP:** Body

**DATE:** May 17, 2016

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**THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 16-042. 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:**

Noise Heard From Sunroof Drain Channel When Door Is Closed

**OVERVIEW:**

This bulletin involves replacing the sunroof drain.

**MODELS:**

2016 (DS) RAM 1500 Pickup

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

**NOTE: This bulletin applies to vehicles built on or after March 17, 2016 (MDH 0317XX) and on or before March 29, 2016 (MDH 0329XX) equipped with Power Sunroof (Sales Code GWA).**

**SYMPTOM/CONDITION:**

The customer may describe a vibration or metallic buzzing heard from the sunroof drain channel after closing the drivers door.

**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 listed above, perform the Repair Procedure.

**PARTS REQUIRED:**

Qty.	Part No.	Description
1	05137559AD	Channel, Sunroof Drain

**REPAIR PROCEDURE:**

1. Verify noise can be heard by opening and closing driver’s door with the windows closed or tapping on the headliner with sunshade in the closed position.
2. Was a noise heard?
  - a. YES >>> Proceed to step [Step #3](#).
  - b. NO >>> This bulletin has been completed, use LOP (23-30-62-94) to close the active RRT. Normal diagnosis should be performed.
3. Remove the sunroof glass. Refer to the detailed repair procedures available in: DealerCONNECT> TechCONNECT under: Service Info> 23 - Body> Sunroof> Glass, Sunroof> Removal.
4. Remove and discard the sunroof drain channel. Refer to the detailed repair procedures available in: DealerCONNECT> TechCONNECT under: Service Info> 23 - Body/Sunroof/Channel, Sunroof Drain/Removal.
5. Install the new sunroof drain channel. Refer to the detailed repair procedures available in: DealerCONNECT> TechCONNECT under: Service Info> 23 - Body/Sunroof/Channel, Sunroof Drain/Installation.
6. Install the sunroof glass. Refer to the detailed repair procedures available in: DealerCONNECT> TechCONNECT under: Service Info> 23 - Body> Sunroof> Glass, Sunroof> Install.
7. Verify sunroof operation and glass alignment with roof.
8. Does the sunroof glass need to be adjusted?
  - a. YES >>> Proceed to [Step #9](#).
  - b. NO >>> Repair complete.
9. Adjust sunroof glass. Refer to the detailed repair procedures available in: DealerCONNECT> TechCONNECT under: Service Info> 23 - Body/Sunroof/Glass, Sunroof/Adjustments.

**POLICY:**

Reimbursable within the provisions of the warranty.

**TIME ALLOWANCE:**

Labor Operation No:	Description	Skill Category	Amount
23-30-62-94	Sunroof Drain Channel - Inspect (1 - Semi - Skilled)	6 - Electrical and Body Systems	0.2 Hrs.
23-30-62-95	Sunroof Drain Channel - Replace (1 - Semi - Skilled)	6 - Electrical and Body Systems	0.6 Hrs.

**FAILURE CODE:**

ZZ	Service Action
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