



NUMBER: 23-011-16

GROUP: Body

DATE: March 05, 2016

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THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 16-024. 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:

Sunroof Water Leak

OVERVIEW:

Replace sunroof glass to repair a water leak from the sunroof.

MODELS:

2016	(DS)	RAM 1500 Pickup
2016	(DX)	RAM Truck (Mexico)
2016	(D2)	RAM 3500 Pickup
2016	(DJ)	RAM 2500 Pickup

**NOTE: This bulletin applies to vehicles within the following markets/countries:
NAFTA, APAC, EMEA and LATAM.**

NOTE: This bulletin applies to vehicles built on or before December 08, 2015 (MDH 1208XX) equipped with Power Sunroof (Sales Code GWA).

SYMPTOM/CONDITION:

An insufficient urethane bead around the metal bracket results in water leaking into the vehicle at one or both of the front corners of the sunroof.

NOTE: All vehicles on the RRT VIN list will have the sunroof glass replaced. Proper Diagnosis must be performed to ensure other potential leaks do not exist.

DIAGNOSIS:

Verify proper sunroof operation.

If a customer's VIN is listed in VIP or your RRT VIN list, perform the repair procedure. For all other customers that describe the symptom/condition listed above normal sunroof leak diagnosis should be performed. Refer to the detailed service procedures available in DealerCONNECT> TechCONNECT under: Service Info> 23 - Body/Sunroof/Diagnosis and Testing.

PARTS REQUIRED:

Qty.	Part No.	Description
1	68049127AB	Glass, Sunroof

REPAIR PROCEDURE:

1. Remove the sunroof glass. Refer to the detailed repair procedures available in: DealerCONNECT> TechCONNECT under: Service Info> 23 - Body> Sunroof> Glass, Sunroof> Removal.
2. While the glass is removed, pour water into the trough directly below the down standing flange in the roof panel, on both the left and right sides.
3. Verify water is draining properly and is exiting the body on the ground.
4. Is the water draining properly?
 - a. YES>>> Proceed to [Step #5](#).
 - b. NO>>> Further diagnosis is necessary to repair the drainage issue. Refer to the detailed repair procedures available in: DealerCONNECT> TechCONNECT under: Service Info> 23 - Body> Sunroof> Diagnosis and Testing. After repairing drainage problem continue to [Step #5](#).
5. Install the new sunroof glass. Do not reuse the old glass. Refer to the detailed repair procedures available in: DealerCONNECT> TechCONNECT under: Service Info> 23 - Body> Sunroof> Glass, Sunroof> Installation.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
23-30-65-9D	Inspect And Replace Sunroof Glass (2 - Skilled)	6 - Electrical and Body Systems	0.3 Hrs.

FAILURE CODE:

ZZ	Service Action
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