



NUMBER: 23-030-16

GROUP: Body

DATE: June 16, 2016

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SUBJECT:

Low Spots In Roof At Left Or Right Rear Corners Of The Panoramic Sunroof Opening

OVERVIEW:

This bulletin involves lowering the headliner, inserting support foam and possibly dent removal/refinishing.

MODELS:

2015 (LX) Chrysler 300

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

NOTE: This bulletin applies to vehicles built on or after January 05, 2015 (MDH 0105XX) and on or before July 31, 2015 (MDH 0731XX) equipped with a Dual Pane Panoramic Sunroof (Sales Code GWJ).

SYMPTOM/CONDITION:

Customers may identify low spots at the left or right rear corners near the dual pane panoramic sunroof opening at the outer roof panel surface (Fig. 1). The issue may appear more pronounced on dark colored vehicles.



Fig. 1 Low Spot

DIAGNOSIS:

If the customer describes the symptom/condition listed, perform the Repair Procedure.

PARTS REQUIRED:

| Qty. | Part No. | Description |
|--------|------------|---|
| 1 (AR) | 68316204AA | High Density Foam Repair Block |
| (AR) | MATL | Paint Material Allowance — See LOP for material allowance |

REPAIR PROCEDURE:

1. Remove the left or right side of the headliner. Refer to the detailed service procedures available in DealerCONNECT> TechCONNECT under: Service Info> 23 - Body> Interior> Headliner> Removal.

CAUTION: Be careful of sharp metal while working on roof panel. Wear gloves and use caution to prevent cuts.

2. Locate the body cavity opening between sunroof module and roof outer panel (Fig. 2).

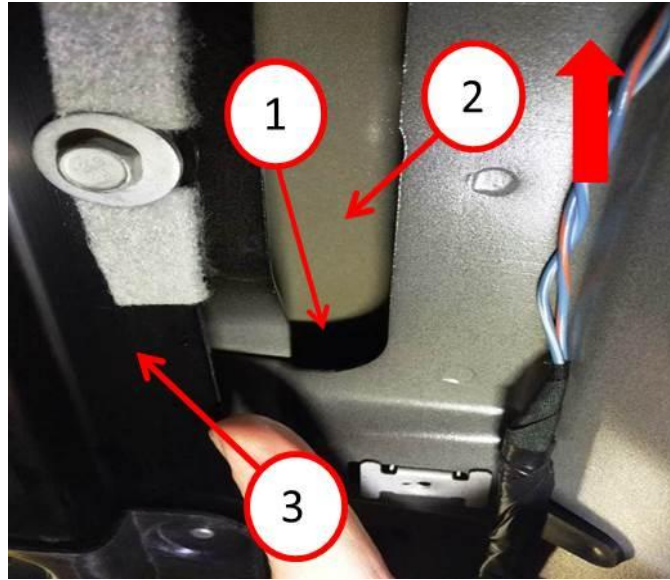


Fig. 2 Roof Cavity

- 1 - Body Cavity Opening
 - 2 - Roof Outer Panel
 - 3 - Sunroof Module
-

CAUTION: Do not use hard tools to force the foam into position. Failure to do so may result in damage to the roof panel metal.

NOTE: High density foam is longer than amount needed to aid in insertion handling. Do not remove paper backing from foam exposing the Pressure Sensitive Adhesive (PSA).

3. Using the high density foam, install foam into body cavity opening through access opening (Fig. 3). Push foam into the cavity, then push to the inboard side of the cavity. Proceed to **Step #9**.

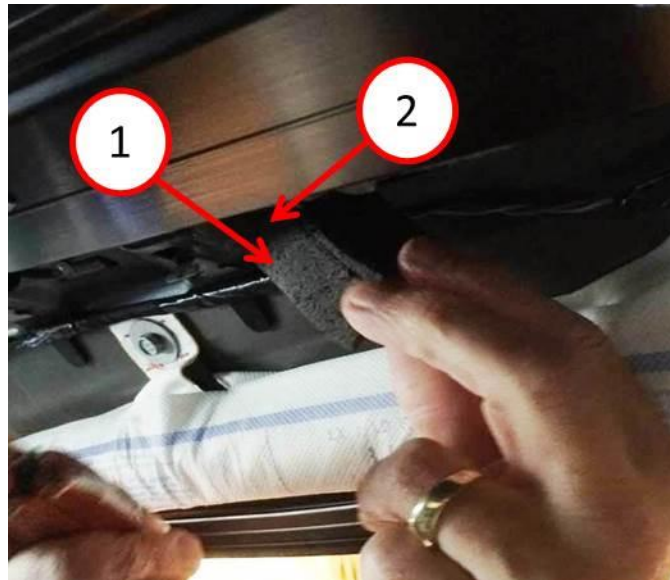


Fig. 3 Foam In Cavity

1 - Foam

2 - Body Cavity Opening

NOTE: If foam is not applying enough upward force to roof panel, additional foam will have to be added. Proceed to **Step #4** to add additional foam.

4. Remove foam (Fig. 4) from cavity installed in previous step.
5. Using a suitable cutting tool, cut additional strip of foam material to desired thickness. Cut strip from the side with the PSA and paper backing.
6. Remove and discard the paper backing from the original long piece of foam exposing the PSA (Fig. 4).
7. Remove and discard the paper backing from the additional piece of foam and fasten the additional foam strip cut to the long foam piece, pressing the adhesive sides to each other (Fig. 4). Apply pressure to the two foam sections to bond them together.

CAUTION: Do not force thicker foam assembly into the cavity space. Failure to do so may result in creasing the metal where roof reinforcement is bonded to the roof outer panel.

8. Install new foam assembly into body cavity opening through access opening. Push foam into the cavity, then push to the inboard side of the cavity.

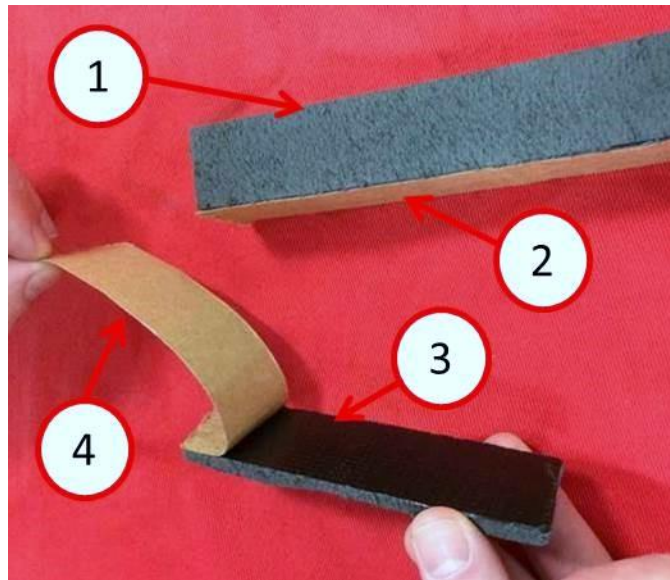


Fig. 4 Foam Plus Additional

- 1 - Original Foam
- 2 - Paper Backing
- 3 - PSA Exposed
- 4 - Additional Foam Paper Backing

NOTE: Do not trim excess foam at this time. Excess foam material will be trimmed off later.

9. Move the vehicle outdoors in natural sunlight.
10. Inspect roof low spot for improvement. The low spot should no longer span the width of the roof between the sunroof opening and the roof edge ([Fig. 5](#)). **If the surface is improved, proceed to next step.**



Fig. 5 Finished

NOTE: If surface is not improved, repeat steps 4 through 9.

11. Using a suitable trimming tool, trim off excess foam material from foam assembly ([Fig. 6](#)).



Fig. 6 Trimming Foam

12. Has the condition been eliminated or will it meet the customers expectations?
 - a. YES >>> This bulletin has been completed, use LOP (23-30-56-9L or 23-30-56-9M) to close the bulletin.
 - b. NO >>> Proceed to the Dent Removal Repair Procedure [Step #1](#).

13. Install the left or right side of the headliner. Refer to the detailed service procedures available in DealerCONNECT> TechCONNECT under: Service Info> 23 - Body> Interior> Headliner> Installation.

DENT REMOVAL REPAIR PROCEDURE:

NOTE: Remove all necessary interior trim components refer to the detailed service procedures available in DealerCONNECT to access the damaged sheet metal.

1. Remove the sunroof. Refer to the detailed service procedures available in DealerCONNECT> TechCONNECT under: Service Info> 23 - Body/Sunroof, Dual Pane/Removal.
2. Repair the damage using body hammers, dollies and spoons, make sure body hammers, dollies, and spoons are clean and free of surface imperfections.
3. Identify high and low areas adjacent to the sunroof opening.
4. Use a dolly block to strike the back of the panel and raise large, low areas. Use a pick hammer for raising small, low areas.

CAUTION: Do not raise the surface above its original contour.

5. Use hammer-on-and hammer-off-dolly techniques to return the metal to its original contour.

CAUTION: Do not overstretch the metal.

6. Use spoons or pry bars for hard-to-reach areas.
7. Remove ridges or creases by spring-hammering with a flat spoon and a bumping hammer, check for high and low areas.
8. Use a finishing hammer to lower high spots and a sharp pick to raise low spots.
9. If the panel cannot be returned to its original contour, application of body filler will be necessary. The panel must be within 3 mm (0.12 in.) of its original contour for most body filler applications. Follow the filler manufacturers recommendations. Proceed to Refinish Procedure

REFINISH PROCEDURE:

1. Which type of basecoat will be used?
 - a. Solvent basecoat >>> Proceed to [Step #2](#).
 - b. Waterborne basecoat >>> Proceed to [Step #10](#).

Solvent basecoat procedure:

2. Refer to the approved refinish paint suppliers (Akzo Nobel, Axalta, BASF, PPG, Sherwin-Williams and Valspar) recommended process for cleaning the surface area.
3. Is bare metal exposed?
 - a. YES >>> Proceed to [Step #4](#).
 - b. NO >>> Proceed to [Step #5](#).
4. Apply either Axalta Cromax 25X0S Epoxy DTM Primer, Axalta Cromax 22880S Low VOC Etch Primer or equivalent and allow to flash per the paint suppliers recommendations.
5. Apply ChromaBase "4 to 1" 770XS primer surfacer or equivalent and sand flat after it has cured with P500 sandpaper.
6. Clean the paint surface area per the paint supplier's recommendations.
7. Apply Axalta ChromaBase "4 to 1" 77X0S sealer or equivalent.

8. Apply Axalta ChromaPremier basecoat with 77X5S hardener or equivalent.
9. Apply Axalta ChromaBase "4 to 1" G2-7779S clearcoat or equivalent. Repair complete.

Waterborne basecoat procedure:

10. Refer to the approved refinish paint suppliers (Akzo Nobel, Axalta, BASF, PPG, Sherwin-Williams and Valspar) recommended process for cleaning the surface area.
11. Is bare metal exposed?
 - a. YES >>> Proceed to [Step #12](#).
 - b. NO >>> Proceed to [Step #13](#).
12. Apply either Axalta Cromax V-2940S Epoxy DTM Primer, Cromax 22880S Low VOC Etch primer or equivalent and allow to flash per the paint suppliers recommendations.
13. Apply Axalta Cromax Premier LE340XS primer filler and sand flat after it has cured with P500 sandpaper.
14. Clean the paint surface area per the paint suppliers recommendations.
15. Apply Axalta Cromax Premier LE34X0S sealer.
16. Apply Axalta Cromax Pro basecoat with WB2075S hardener.
17. Apply Axalta Cromax Premier LE8300S or LE8700S clearcoat. Repair Complete.

POLICY:

Reimbursable within the provisions of the warranty.

NOTE: Digital imaging pre-authorization will be required for all repairs when refinish procedure is necessary to address concern.

TIME ALLOWANCE:

| Labor Operation No: | Description | Skill Category | Amount |
|---------------------|--|---------------------------------|----------|
| 23-30-56-9N | Remove Assembly/Module - Complete Dual Pane Sunroof (1 - Semi-Skilled) | 6 - Electrical and Body Systems | 3.5 Hrs. |
| 23-30-56-9L | Install Roof Spacer - One Side Only (1 - Semi-Skilled) | 6 - Electrical and Body Systems | 2.3 Hrs. |
| 23-30-56-9M | Install Roof Spacer - Both Sides (1 - Semi-Skilled) | 6 - Electrical and Body Systems | 2.4 Hrs. |
| 23-75-41-90 | Metal Finishing Repair Dent Repair | 12 - Body Repair | 0.7 Hrs. |
| 23-70-41-93 | Roof Panel Paint Refinish with Prep - Material Allowance \$156.21 Includes Paint Prep Labor Time | 14 - Refinish | 4.4 Hrs. |
| 23-70-41-51 | Vehicles With Tri-Coat Paint - Material Allowance \$60.55 Includes Paint Prep Labor Time | 14 - Refinish | 0.6 Hrs. |

FAILURE CODE:

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