



NUMBER: 23-035-19

GROUP: 23 - Body

DATE: December 18, 2019

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This service bulletin is also being released as Rapid Response Transmittal (RRT) 19-104, dated December 18, 2019. All applicable sold and un-sold RRT VINs have been loaded. To verify that this RRT service action is applicable to the vehicle, use VIP or perform a VIN search in DealerCONNECT/Service Library. All repairs are reimbursable within the provisions of warranty.

SUBJECT:

Rattle Noise in the Headliner

OVERVIEW:

This bulletin involves inspecting the front headliner upper zone for excessive gap caused by a lack of sealer and if necessary, lowering headliner and adding sealer.

MODELS:

2020 (MP) Jeep Compass

NOTE: This bulletin applies to vehicles within the following markets/countries: North America.

NOTE: This bulletin applies to vehicles built on or after August 12, 2019 (MDH 0812XX) and built on or before August 16, 2019 (MDH 0816XX) equipped with Full Sunroof, PWR FRT, Fixed Rear (Sales Code GWJ).

SYMPTOM/CONDITION:

The customer may describe:

- Metal rattle or tap noise coming from the right side headliner during normal driving conditions.

DIAGNOSIS:

If a customer's VIN is listed in VIP or your RRT VIN list, perform the repair. **This RRT only applies to vehicles on the RRT VIN list.**

1. Lower the headliner to visually inspect the. Refer to the detailed service procedures available in DealerConnect> Service Library under: Service Info> 23 - 23 - Body / Interior / Headliner / Removal and Installation / With Sunroof-Removal.

NOTE: The headliner needs only to be lowered to perform the inspection. Actual removal of the headliner would only be necessary if the repair is needed. Use information in steps as needed to lower headliner.

2. Inspect the B-pillar reinforcement to roof panel for any gap (Fig. 1) .



Fig. 1
Areas To Inspect

NOTE: The reinforcement tabs should be in contact to the roof panel with sealer in between and no gap (Fig. 2) .

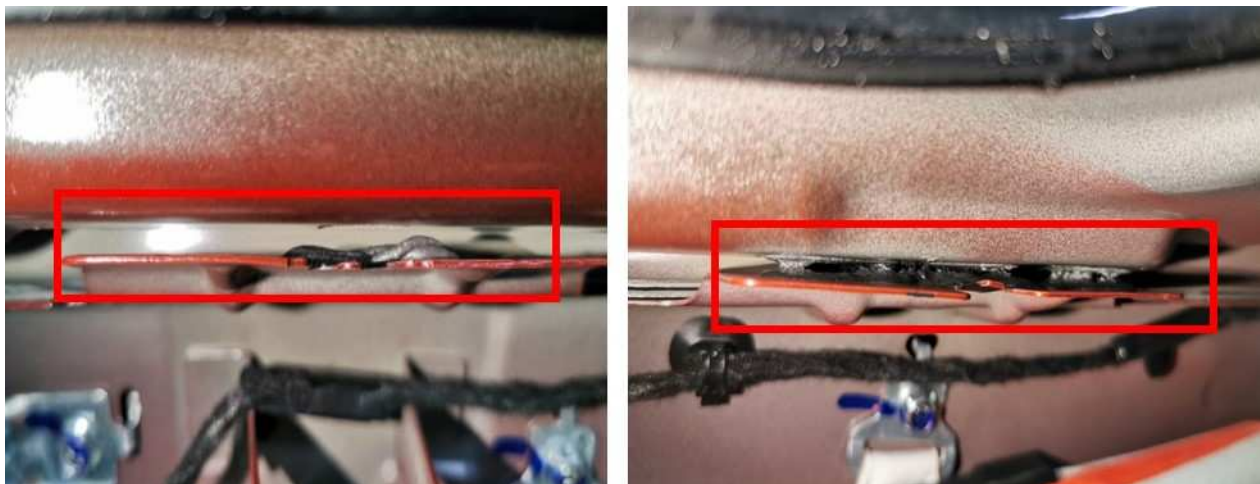


Fig. 2
Sealer Inspection Area (shown with gap)

3. Was any gap found?

- YES>>> Proceed to [Step 1](#) of the Repair Procedure.
- NO>>> This bulletin has been completed. Use inspection LOP (23-85-41-97) to close the active RRT.

PARTS REQUIRED:

Qty.	Part No.	Description
1 (AR)	NPN	Henkel - Teroson 9120 or 9320 (or equivalent)
1 (AR)	NPN	Lord Fusor 123 non-sag sealer or SEM 40377 Heavy Bodied Seam Sealer (or equivalent)

NOTE: Either sealer will be able to fix ten vehicles.

REPAIR PROCEDURE:

1. Remove the sunroof to gain access to the repair area. Refer to the detailed service procedures available in DealerConnect> Service Library under: Service Info> 23 - Body / Sunroof, Dual Pane / Sunroof / Removal.

NOTE: The over head console, sun visors, A-pillar trim panels, B-pillar trim panels, front row seat belts and instrument panel end caps needs to be removed to gain proper access to the right side B-pillar to roof panel repair area.

2. Apply sealant between the roof panel and the B-pillar reinforcement in the required areas (Fig. 3) . Remove excess to prevent dripping.



Fig. 3
Sealant Applied To Repair Area

3. Remove excess to prevent dripping and allow sealer to dry per manufacturers recommendation.

NOTE: Failure to allow sealer to dry before installing headliner could cause the sealant to drip and bond to the headliner.

4. Install the sunroof. Refer to the detailed service procedures available in DealerConnect> Service Library under: Service Info> 23 - Body / Sunroof, Dual Pane / Sunroof / Installation.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
23-85-41-97	B-Pillar to Roof Panel Gap - Inspect (1 - Semi-Skilled)	6 - Electrical and Body Systems	1.2 Hrs.
23-85-41-98	B-Pillar to Roof Panel Gap - Inspect and Reseal (1 - Semi-Skilled)	6 - Electrical and Body Systems	2.4 Hrs.

FAILURE CODE:

ZZ	Service Action
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PART REIMBURSEMENT DETAIL:

Part No:	Description
NPN	Henkel - Teroson 9120 or 9320 (or equivalent)
NPN	Lord Fusor 123 non-sag sealer or SEM 40377 Heavy Bodied Seam Sealer (or equivalent)

NOTE: This part number is for reimbursement only and will need to be claimed for 1/10 the value of the approved sealer 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.