



NUMBER: 23-010-20 REV. A

GROUP: 23 - Body

DATE: March 18, 2020

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This bulletin supersedes Service Bulletin 23-010-20, dated February 14, 2020, which should be removed from your files. All revisions are highlighted with **asterisks**** and include converting service bulletin to an RRT bulletin and new LOP.**

This service bulletin is also being released as Rapid Response Transmittal (RRT) 20-020, dated March 18, 2020. 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:

Sunroof Water Leak

OVERVIEW:

This bulletin involves testing the sunroof for leaks and replacing the power sunroof glass, if necessary.

MODELS:

2019	(DS)	RAM 1500 Pickup
2019	(DJ)	RAM 2500 Pickup
2019	(D2)	RAM 3500 Pickup
2019	(DX)	RAM Truck (Mexico)

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

NOTE: This bulletin applies to (DS) vehicles built on or after May 01, 2019 (MDH 0501XX) and on or before November 01, 2019 (MDH 1101XX) equipped with Power Sunroof (Sales Code GWA).

NOTE: This bulletin applies to (DJ, D2 and DX) vehicles built on or after May 01, 2019 (MDH 0501XX) and on or before November 03, 2019 (MDH 1103XX) equipped with Power Sunroof (Sales Code GWA).

SYMPTOM/CONDITION:

The customer may describe a water leak from A-pillar grab handle or headliner microphone.

DIAGNOSIS:

****If a customer's VIN is listed in VIP or your RRT VIN list, perform the repair. If any vehicle not on the VIN list exhibits the symptom/condition, perform the repair.****

1. On Driver's side, open sunroof sunshade, locate sunroof mechanism flex cover and remove flex cover from sunroof glass (Fig. 1) .



Fig. 1
Sunroof Flex Cover

2. Obtain plastic syringe with curved tip (Monoject® 412) (Fig. 2) and fill with water.

NOTE: The syringe or similar tool should be obtained as a shop supply.



Fig. 2
Plastic Syringe (Monoject® 412)

3. Stand on side step at driver side front door.

NOTE: This procedure is designed to have a second person assist with the leak testing to allow someone to look for the water leak inside the vehicle. Without assistance the leaking may not be witnessed.

4. Position syringe filled with water near front corner of glass with curved tip pointing forward as shown in (Fig. 3) .



Fig. 3
Testing Area

5. Insert syringe tip between sunroof glass and seal along side of glass at beginning of front corner tangent. Press on plunger to begin injecting water and empty entire volume over several seconds (Fig. 4) .

NOTE: DO NOT insert syringe tip between seal and body.



Fig. 4
Seal Testing

1 - Insert Tip of Syringe Into Seal

6. While water is being injected have assistant inspect for water leaking from the sunroof glass frame near front glass attachment (Fig. 5) .



Fig. 5
Example of Water Leak

1 - Water Leak

7. Was the leak test performed on both the driver and passenger side?
- YES>>> Proceed to [Step 8](#) of the Diagnosis Procedure.
 - NO>>> Proceed to [Step 4](#) of the Diagnosis Procedure and perform the leak test on the other side of the sunroof.
8. Was a leak found?
- YES>>> Proceed to [Step 1](#) of the Repair Procedure.
 - NO>>> **This bulletin has been completed, use inspect LOP (23-30-65-9N) to close the active RRT.**

PARTS REQUIRED:

Qty.	Part No.	Description
1 (AR)	68049127AB	Glass, sunroof

REPAIR PROCEDURE:

1. Replace the sunroof glass. Refer to the detailed service procedures available in DealerCONNECT/Service Library under: Service Info 23 - Body / Sunroof / Glass, Sunroof / Removal and Installation.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
23-30-65-9N	Inspect Sunroof Glass for Leaks (2 - Skilled)	6 - Electrical and Body Systems	0.2 Hrs.
23-30-65-9M	Inspect and Replace Sunroof Glass (2 - Skilled)	6 - Electrical and Body Systems	0.5 Hrs.

FAILURE CODE:

ZZ	Service Action
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