

STAR ONLINE PUBLICATION

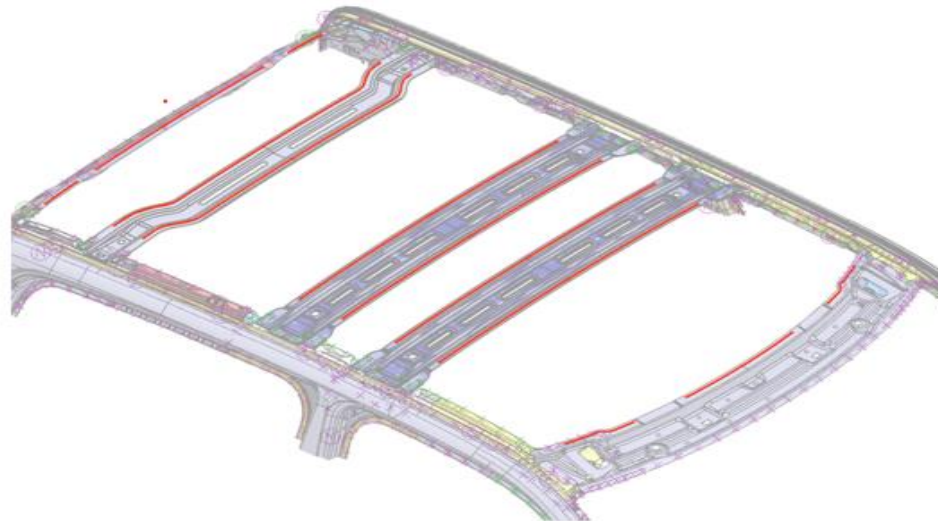
Case Number: S2023000019 Rev A.

Release Date: 1/21/2021

Symptom/Vehicle Issue: Noise From Headliner Roof Area

Discussion: A rattle or buzz noise complaint from above the drivers head could be a separated roof anti flutter foam joint. Once the complaint is verified, proceed to the repair steps below.

1. Removal of headliner. Refer to Service Information in TechCONNECT. 23 - Body / Interior / HEADLINER / Removal and Installation.
2. Inspect the roof bow foam for separation. See red line locations below.



This document does not authorize warranty repairs. This communication documents a record of past experiences. STAR Online does not provide any conclusions about what is wrong with the vehicle. Rather, it captures all previous cases known that appear to be similar or related to the vehicle symptom / condition. You are the expert, and you are responsible for deciding on the appropriate course of action.

Contact STAR Center, or your Technical Assistance Center Via TechCONNECT or eCONTACT ticket if no solution is found

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3. Inspect for loose or missing foam. Remove any loose pieces. Remove foam from any areas that are not bonded to both surfaces.
4. Use MoPar Windshield Urethane 04864015AD or equivalent to fill the entire void. Ensure gap is filled between roof bow and roof panel. Use drop cloths and or tape to prevent urethane from contacting other interior areas. Follow curing instructions on the urethane kit.
5. Reinstall headliner and interior. See 23 - Body / Interior / HEADLINER / Removal and Installation.

Verification: Test drive to confirm repair is complete.

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