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Case Number: S1523000016 Rev A

Release Date: May 2022

Review this entire document before proceeding with any repairs

Symptom/Vehicle Issue: A Rattle Or Creak Noise Is Heard From The Dual Pane Sunroof Area.

Diagnosis: Test drive the vehicle over un-even road surfaces or where the customer advises the noise can be duplicated.

There are multiple causes for this noise. One of the issues can be caused by the Dual Pane Sunroof seals. The other cause can be created by the A/B/C-pillar to roof metal joint adhesive locations. **Both** issues can cause a Click, Tick, Itch, Scratch or Creak Noise from Dual Pane Sunroof area.

If the noise can be duplicated by pressing upward on the FRONT sunroof glass panel from inside the vehicle. Before performing any other repairs, first perform Repair Procedure #1.

Repair Procedure #1:

Seal Lubrication: Apply Mopar weather strip lubricant 04773427 to the entire perimeter of the front and rear glass seals. If the concern can still be duplicated while driving over un-even or bumpy surfaces continue to Repair Procedure #2 Frame Lubrication. If the concern is no longer present return the vehicle to the customer.

Repair Procedure #2

Frame lubrication: See figure 1 below. Apply white lithium grease to the 4 areas indicated. If the concern can still be duplicated while driving over un-even or bumpy surfaces continue to Repair Procedure #3 Seal replacement. If the concern is no longer present return the vehicle to the customer.

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.

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Repair Procedure #3

Seal Replacement: You will need to replace both the front and rear sunroof glass panel seals. Refer to Star Parts Catalog and use the latest revision level seals. After installing the new seals, apply Weatherstrip Lubricant (Mopar Part #04773427) to the entire perimeter of the sunroof glass panel seals (prior to reinstalling sunroof assembly into vehicle). Only install the sunroof assembly into the vehicle and leave the headliner out.

Test drive the vehicle again on un-even road surfaces and try to duplicate the concern. If the concern can no longer be duplicated reinstall all removed components and return the vehicle to the customer.

If the concern can still be duplicated while driving over un-even or bumpy surfaces, continue repairs using Repair Procedure #4 listed below.

Repair Procedure #4:

A/B/C-pillar metal joint adhesive:

1. If the noise can be duplicated from the roof area at the A/B/C pillar, remove the headliner to inspect the panel seam as shown in (Fig. 2). Refer to Service Library: Service Info> 23 - Body> Interior> HEADLINER> Removal.
2. If a trim stick or equivalent can be inserted into the sheet metal joint area shown and the metal can be easily flexed apart, a panel adhesive such as LORD Fusor 112B slow cure can be injected into the horizontal seam area to bond the surfaces, not the vertical seam where the trim stick is inserted (Fig. 1). Use a fiber or trim stick to open the joint to allow the adhesive to be injected. It will be necessary to remove the sunroof module for access to the seam to inject the adhesive. Refer to Service Library under: Service Info> 23 - Body> Sunroof, Dual Pane> Removal.
3. Once adhesive is inserted, remove fiber or trim stick. Using clamps or locking pliers clamp the area down as shown (Fig. 3&4). Follow adhesive manufacturer's instructions for cure time.
4. Once cured, reassemble and test drive to confirm the repair.

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Fig1. Apply white lithium lubricant to the areas shown on frame. 1 side shown- apply to both sides.



Fig 2. Body Side Aperture, C-Pillar Area. Concept shown. KL similar

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Fig 3. Body Side Aperture, B-Pillar Area

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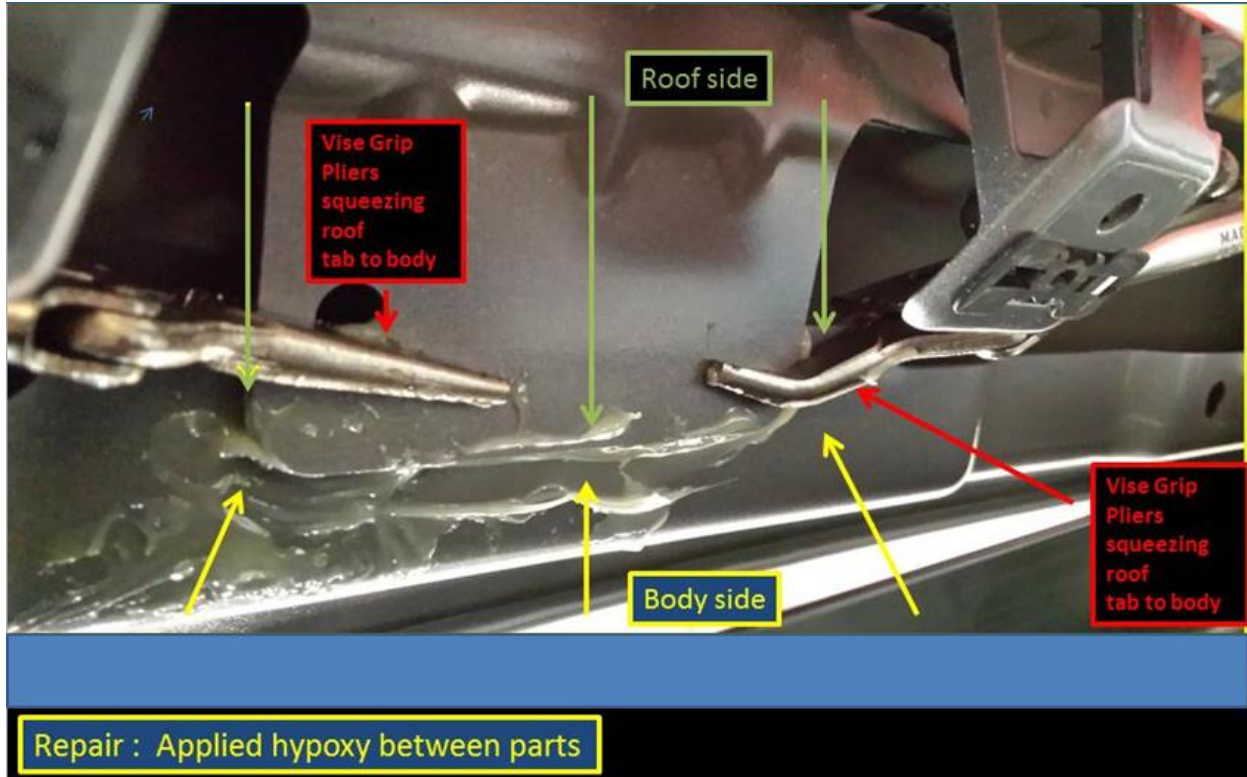


Fig 4. Locking pliers (or clamps) applied to panels. UF shown, KL similar.

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