



STAR ONLINE PUBLICATION



Case Number: S1723000037 Rev. A

Release Date: June 2024

Symptom/Vehicle Issue: Freedom Panel Underside Rough And Or White Coating Flaking

Discussion: Jeep Freedom Top panels are made from a material known as sheet molded compound (SMC). SMC is naturally white in color and is molded into shape. This molding action can cause slight roughness in the tight corners. Isolated slight roughness is normal and not a failure of the panel or its manufacturing. If a customer notices slight roughness of the panel and or has a fine white substance that comes off the panel if rubbed by hand the panel can be lightly sanded only in the isolated areas to smooth the surface.

<<<Note>>> JK model shown, JL JT is similar.

Parts Required:

Isopropyl Alcohol (rubbing alcohol) 50-80%
Scotch Brite sanding pad – grade : Very Fine (3m Red #7447 or equivalent)

Procedure:

Inspect areas between indicated lines for rough surfaces. A piece of masking tape can be applied, peeled, and inspected to verify whether material is coming off of panel. Suspect area(s) need to be re-worked using the following process:

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, eCONTACT or Service Library entry if no solution is found.



STAR ONLINE PUBLICATION

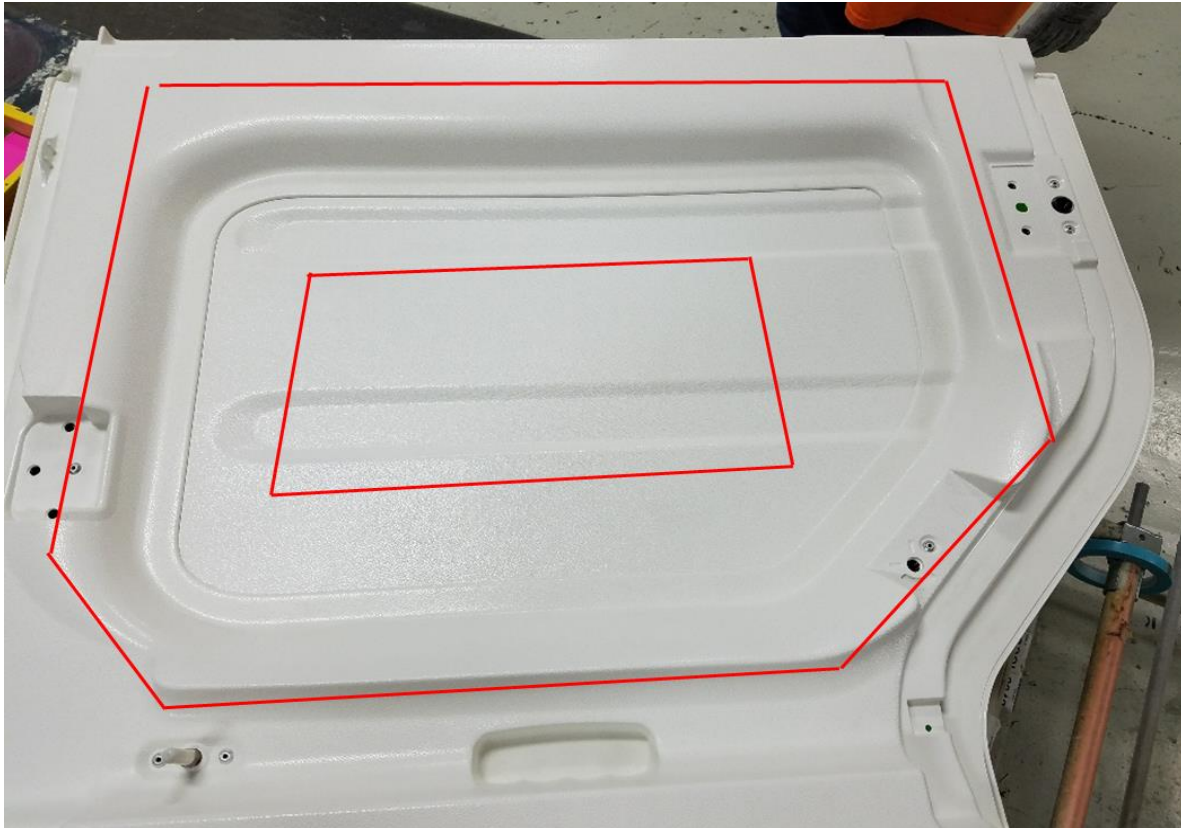


Fig 1
Area To Inspect Inside Red Lines

1. Lightly scuff the isolated rough area(s) between the red lines with very fine grade red Scotch Brite Pad 3M #7447 or equivalent. It is not necessary to sand the entire panel. Note- If Mopar headliner kit is installed, ensure the fabric is protected from dust and sanding with painters' tape and paper to prevent damage. Fig 2 and Fig 3. It's not necessary to sand the entire panel.
2. Wipe off the area sanded with isopropyl alcohol and clean towel.
3. Allow panel to fully dry and reinstall.

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, eCONTACT or Service Library entry if no solution is found.



STAR ONLINE PUBLICATION



Fig 2
Mopar Headliner Kit.



Fig 3
Scuffing Panel.

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, eCONTACT or Service Library entry if no solution is found.