



NUMBER: 23-035-21

GROUP: 23 - Body

DATE: November 3, 2021

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SUBJECT:

Rattle Coming From Sunroof

OVERVIEW:

This bulletin involves replacing the sunroof fasteners.

MODELS:

2013 - 2021	(WD)	Dodge Durango
2013 - 2021	(WK)	Jeep Grand Cherokee

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

NOTE: This bulletin applies to vehicles built on or before August 16, 2021 (MDH 0816XX) equipped with a Power Sunroof (Sales Code GWA) or a Dual-Pane Panoramic Sunroof (Sales Code GWJ).

SYMPTOM/CONDITION:

Customers may comment on the following:

- Rattle coming from sunroof.

DIAGNOSIS:

Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in DealerCONNECT/Service Library, verify all related systems are functioning as designed. If Diagnostic Trouble Codes (DTCs) or symptom conditions, other than the ones listed above are present, record the issues on the repair order and repair as necessary before proceeding further with this bulletin.

If the customer describes the symptom/condition listed above, perform the Repair Procedure.

PARTS REQUIRED:

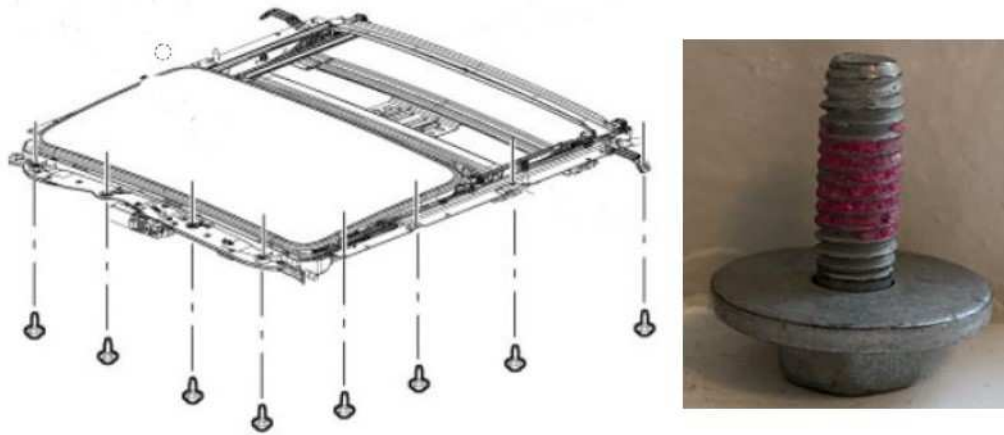
Qty.	Part No.	Description
12 (Single Pane Sunroof)	06513746AA	Screw, Hex Head - M6 x 1 x 18
14 (Dual Pane Sunroof)		

REPAIR PROCEDURE:

1. Move glass panel to the fully closed position.
2. Disconnect and isolate the battery negative cable.
3. Lower the headliner in the vehicle only enough to gain access to the sunroof assembly. Refer to the detailed service procedures available in DealerConnect> Service Library under: Service Info>23 - Body / Interior / Headliner / Removal.

NOTE: There will be 12 fasteners for the single pane sunroof and 14 fasteners for the dual pane sunroof. The Repair Procedure is the same of either sunroof.

4. Loosen the sunroof fasteners attaching the sunroof assembly to the roof panel but **do not remove them (Fig. 1)** .



**Fig. 1
Sunroof Fasteners**

5. Replace each one of the 12 or 14 sunroof fasteners with new fastener P/N 06513746AA (Fig. 1) one at a time, without removing the sunroof module. Tighten fasteners to 9 N·m (80 in. lbs.).
6. Install the lowered headliner. Refer to the detailed service procedures available in DealerConnect> Service Library under: Service Info>23 - Body / Interior / Headliner / Installation.
7. Connect the battery negative cable.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
23-30-56-9S	Sunroof Fastener, Replace All (2 - Semi-Skilled)	6 - Electrical and Body Systems	2.8 Hrs.

FAILURE CODE:

ZZ	Service Action
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