



NUMBER: 23-034-15

GROUP: Body

DATE: August 22, 2015

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SUBJECT:

Water Dripping From The Front Of The Sunroof

OVERVIEW:

This bulletin involves replacing the sunroof front drain tubes.

MODELS:

2014 - 2015 (RT)

Chrysler Town And Country
Dodge Caravan
Ram C/V Tradesman

**NOTE: This bulletin applies to vehicles within the following markets/countries:
NAFTA**

**NOTE: This bulletin applies to vehicles built on or before May 26, 2015 (MDH
0526XX) equipped with Power Sunroof (Sales Code GWA).**

SYMPTOM/CONDITION:

The customer may describe water dripping from around the front of the sunroof during the winter months. This water dripping condition is created by the sunroof drain tubes freezing and is not evident or diagnosable during above freezing temperatures.

DIAGNOSIS:

If the customer describes the symptom/condition listed above and the vehicle was built on or before May 26, 2015, perform the Repair Procedure.

PARTS REQUIRED:

Qty.	Part No.	Description
1	04894620AC	Hose, Sunroof Drain, Right Front
1	04894621AC	Hose, Sunroof Drain, Left Front

REPAIR PROCEDURE:

Replace both sunroof front drain tubes. Refer to the detailed service procedures available in DealerCONNECT> TechCONNECT under: Service Info> 23 - Body> Sunroof> TUBE, Sunroof Drain> Removal/Installation.

NOTE: The front drain tubes are routed inside the A-pillar. It will be necessary to attach with tape (4) a tether line (5) to the upper end of the drain tube (3) before removing the drain tube. The tether line will assist with installation of the new drain tube. Release the lower end of the drain tube (2) from the cowl grommet (1) then remove the drain tube (6) by pulling from the lower end of the tube while feeding the tether line into and down the A-pillar. Reverse this process by attaching the new drain tube (6) to the tether line (5) then pulling the tether line while feeding the new drain tube from the bottom, into and up the A-pillar.

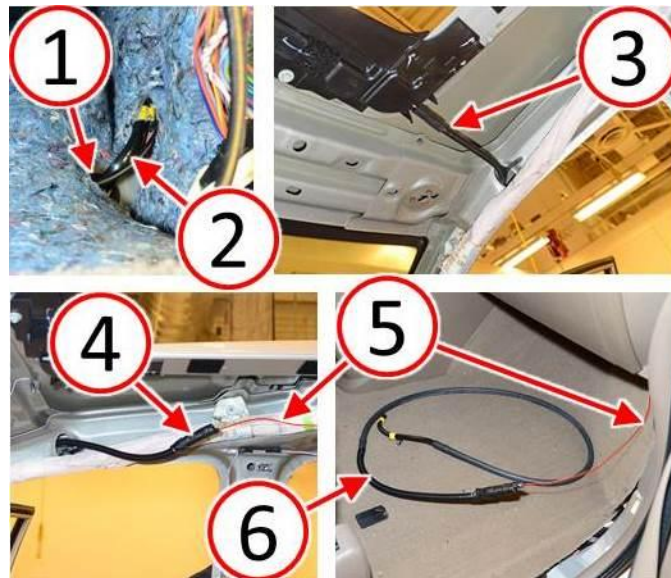


Fig. 1 Sunroof Front Drain Tube

- 1 - Grommet In Cowl
 - 2 - Drain Tube Lower End
 - 3 - Drain Tube Upper End
 - 4 - Tape
 - 5 - Tether Line
 - 6 - Drain Tube
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POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
23-30-63-9A	Replace Both Front Sunroof Drain Tubes (2 - Skilled)	6 - Electrical and Body Systems	4.1 Hrs.

FAILURE CODE:

ZZ	Service Action
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