

# Service Bulletin



Applies To: **2009–11 TL** – ALL

2012 TL - From 19UUA8...CA008260 thru 19UUA9...CA002617

**September 15, 2011** 

# Upper B-Pillar or Moonroof Area Clicks, Rattles, or Taps

#### **SYMPTOM**

The upper B-pillar or moonroof area clicks, rattles, or taps on one or both sides.



#### PROBABLE CAUSE

There is insufficient clearance between the metal body panels in the upper B-pillar area.

#### **CORRECTIVE ACTION**

Depending on the source of the noise, add sealer between the body panels, or increase the clearance between the body panels.

#### **REQUIRED MATERIALS**

3M Ultrapro Urethane Seam Sealer: 3M P/N 051135-08360

3M Ultrapro Autobody Sealant: 3M P/N 051135-08302

Common Nail: 16D

Washer ID 10 mm, OD 20 mm, Thick 1.5 mm:

P/N 94101-10200

# **TOOL INFORMATION**

KTC Trim Tool Set: T/N SOJATP2014

Blair Rotabroach Hole Cutter 10 mm: T/N 11201 or equivalent

#### WARRANTY CLAIM INFORMATION

The normal warranty applies.

OP#	Description	FRT
8140A8	Repair Procedure A	2.8 hrs
8140A9	Repair Procedure B	2.6 hrs
8140B0	Repair Procedure C – Noise 1	2.8 hrs
8140B1	Repair Procedure C - Noise 2	3.1 hrs

Failed Part: 70100-TK4-A01

Defect Code: 07404 Symptom Code: 04201

Skill Level: Repair Technician

#### **DIAGNOSIS**

 Test-drive the vehicle under the same conditions as the client described.

Does the noise stop or change when:

- You apply upward pressure to the moonroof glass and/or pull down on its metal channel?
- You open the moonroof glass 4-5 inches and you pull up or down on the front edge of the glass?
- You open the moonroof to different positions?



**Yes** – The noise is moonroof-related, but this service bulletin does not apply. Continue with normal troubleshooting procedures.

**No** – The noise is body-related. Go to step 2.

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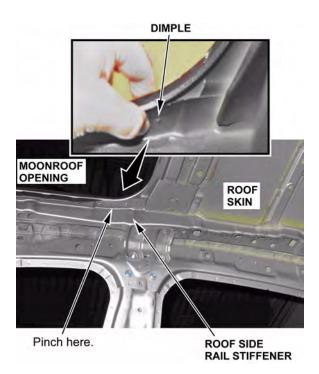
2. Continue test-driving, and pinch the roof side rail stiffener panel and the roof skin panel with your finger and thumb, at or near the dimple spot.

Does the noise stop?

Pinch between the two dimples



**DIMPLES ON THE UNDERSIDE OF THE** SIDE RAIL STIFFENER REAR OF THE MOONROOF OPENING

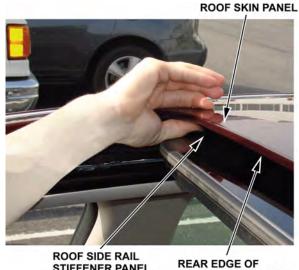


Yes - The noise is coming from between the roof side rail stiffener and the roof skin. Do REPAIR PROCEDURE A.

No - Go to step 3.

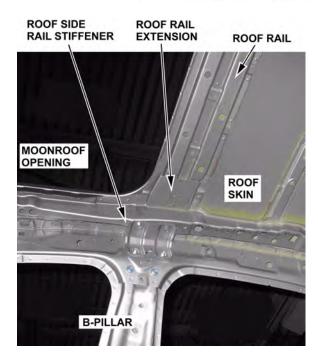
3. Continue test-driving, and pinch the roof rail and roof skin panel with your finger and thumb, along the back edge corner of the moonroof opening.

Does the noise stop?



STIFFENER PANEL

REAR EDGE OF MOONROOF OPENING



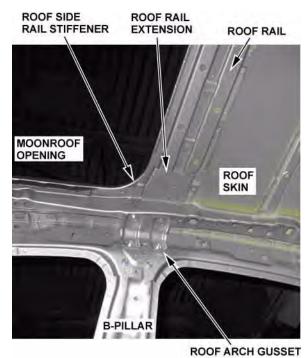
Yes - The noise is coming from along the rearward edge and corner of the moonroof opening between the roof rail and the roof skin. Go to REPAIR PROCEDURE B.

No - Go to step 4.

2 of 9 11-027  Continue test-driving, and apply upward pressure to the headliner along the roof rail panel and/or the roof side rail stiffener.

Does the noise stop?





Yes - Go to REPAIR PROCEDURE- C

**No** – This service bulletin does not apply. Continue with normal troubleshooting procedures.

# **REPAIR PROCEDURE A**

NOTE: This repair addresses the noise located between the roof side rail stiffener and the roof skin.



The noise is located here.

- 1. Cover the center console with a blanket, fender covers, or equivalent.
- 2. Remove the headliner:
  - Refer to the appropriate service manual, or
  - Online, enter keyword HEADLINER, and select Headliner Removal/Installation from the list.
- 3. Remove the moonroof frame:
  - · Refer to the appropriate service manual, or
  - Online, enter keyword MOON, and select Moonroof Frame and Drain Tube Replacement from the list.

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4. Use a 10 mm or 3/8 in. diameter Rotabroach Hole Cutter to drill a hole into the roof side rail stiffener, next to the most forward dimple spot. Do not drill deeper than 1 mm, or you may damage the roof skin.

#### NOTE:

- · Do not use a drill bit.
- Make sure you use a magnet to remove the drilled-out disc that falls into the channel of the side rail stiffener.

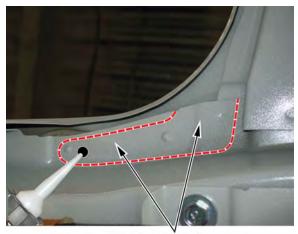
ROTABROACH HOLE CUTTER





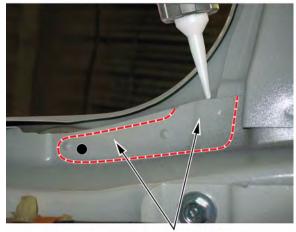
MAGNET DRILLED OUT DISC

Add sealant into the hole that you drilled in the roof side rail stiffener and fill the cavity marked in red.



Fill this cavity with sealant.

6. Apply additional sealant between the roof side rail stiffener and the roof skin to fill from the other side of the cavity.



Fill this cavity with sealant.

- 7. Test-drive the vehicle to confirm that the noise is gone before reinstalling the moonroof frame and headliner.
- 8. Reinstall the moonroof frame:
  - · Refer to the appropriate service manual, or
  - Online, enter keyword MOON, and select Moonroof Frame and Drain Tube Replacement from the list.
- 9. Reinstall the headliner:
  - · Refer to the appropriate service manual, or
  - Online, enter keyword HEADLINER, and select Headliner Removal/Installation from the list.

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# **REPAIR PROCEDURE B**

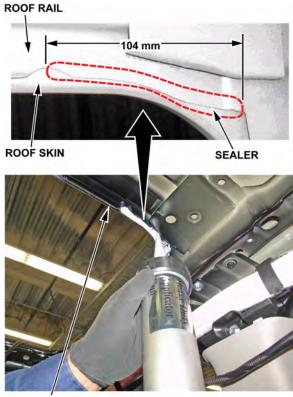
NOTE: This repair addresses the noise located along the rearward edge and corner of the sunroof opening between the roof rail and the roof skin.

The noise is located here.



- 1. Cover the center console with a blanket, fender covers, or equivalent.
- 2. Remove the headliner:
  - · Refer to the appropriate service manual, or
  - Online, enter keyword HEADLINER, and select Headliner Removal/Installation from the list.
- 3. Remove the moonroof frame:
  - Refer to the appropriate service manual, or
  - Online, enter keyword MOON, and select Moonroof Frame and Drain Tube Replacement from the list.

 Apply sealant between the roof rail panel and the roof skin panel. Starting at the corner of the roof side rail stiffener, apply the sealant for 104 mm. Fill the cavity marked in red.



REAR OF THE MOONROOF OPENING

5. Use your finger to spread and smooth the sealant over the gap.



6. Test-drive the vehicle to confirm that the noise is gone before reinstalling the moonroof and headliner.

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- 7. Reinstall the moonroof frame:
  - · Refer to the appropriate service manual, or
  - Online, enter keyword MOON, and select Moonroof Frame and Drain Tube Replacement from the list.
- 8. Reinstall the headliner:
  - · Refer to the appropriate service manual, or
  - Online, enter keyword HEADLINER, and select Headliner Removal/Installation from the list.

# **REPAIR PROCEDURE - C**

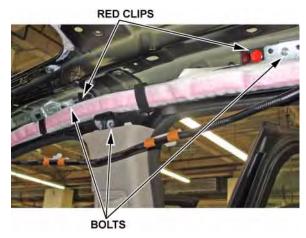
- Noise 1 located at the roof arch gusset
- Noise 2 located at the roof rail, underneath the rail extension, where the roof side rail stiffener contacts the roof rail



- 1. Cover the center console with a blanket, fender covers, or equivalent.
- 2. Remove the headliner:
  - Refer to the appropriate service manual, or
  - Online, enter keyword **HEADLINER**, and select **Headliner Removal/Installation** from the list.
- 3. Remove the moonroof frame:
  - · Refer to the appropriate service manual, or
  - Online, enter keyword MOON, and select Moonroof Frame and Drain Tube Replacement from the list.

#### Noise 1:

- 1. Do the Battery Disconnect Procedure:
  - Refer to the appropriate service manual, or
  - Online, enter keyword BATT, and select Battery Terminal Disconnection and Reconnection from the list.
- Remove the three bolts from the side curtain airbag, then remove the two red clips.



3. Pull down on the airbag to access the gusset bolts.



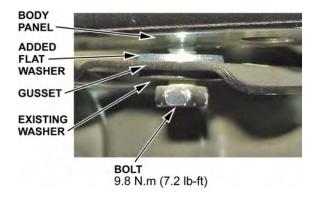
SIDE CURTAIN AIRBAG

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4. Remove the four bolts from the roof arch gusset, and install flat washers (ID 10 mm, OD 20 mm, thickness 1.5 mm) between the body panel and the gusset. Torque the bolts to **9.8 N.m (7.2 lb.ft)**.



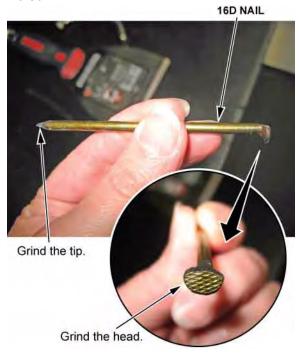
GUSSET



- 5. Test drive the vehicle to confirm the noise is gone before reinstalling the moonroof and headliner.
  - If the noise still exists, perform Noise 2 procedure.
  - If noise is gone, go to step 6.

- 6. Reinstall the moonroof frame:
  - · Refer to the appropriate service manual, or
  - Online, enter keyword MOON, and select Moonroof Frame and Drain Tube Replacement from the list.
- 7. Reinstall the headliner:
  - · Refer to the appropriate service manual, or
  - Online, enter keyword HEADLINER, and select Headliner Removal/Installation from the list.

#### Noise 2:



- 1. Prepare the tool:
  - Take a 16D nail and grind the head down to a half-moon shape.
  - Grind the tip to a point similar to a pencil.

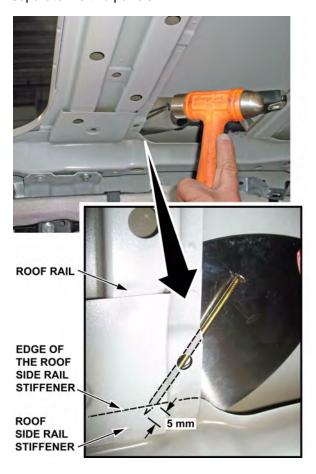
NOTE: Make sure you have a putty knife with a blade that is at least 4 in. wide. The putty knife will be used as a shield to prevent damage to the roof skin during this repair. The nail will be used to pry and separate the roof side rail stiffener from the roof rail.

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2. Place the putty knife in the working area between the roof skin and roof rail to prevent the nail from damaging the roof.



3. Insert the nail into the rear side of the roof rail. Drive it in using a hammer until it contacts the edge of the roof side rail stiffener. Mark this spot at the head of the nail, and then drive it in an additional 5 mm after contact with the edge of stiffener to separate the two panels.



4. Remove the nail using vice grips and a hammer, if needed.

NOTE: Be careful not to damage the roof skin during removal.



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- 5. Test-drive the vehicle to confirm the noise is gone before reinstalling the moonroof and the headliner.
- 6. Reinstall the moonroof frame:
  - Refer to the appropriate service manual, or
  - Online, enter keyword MOON, and select Moonroof Frame and Drain Tube Replacement from the list.
- 7. Reinstall the headliner:
  - Refer to the appropriate service manual, or
  - Online, enter keyword **HEADLINER**, and select **Headliner Removal/Installation** from the list.

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