

STAR Case



Case Number: S1123000040

Release Date: 09/22/2011

Symptom/Vehicle Issue:

Customer Complaint Of Damp Carpet And/Or Waterleak

Diagnosis:

This case is broken out by possible leak location and provides all the necessary information and latest methods to make effective repairs. If the customer describes the Symptom/Condition, perform the Repair Procedure.

[Contact the STAR Center for assistance if no solution is found](#)

RAM



RAM

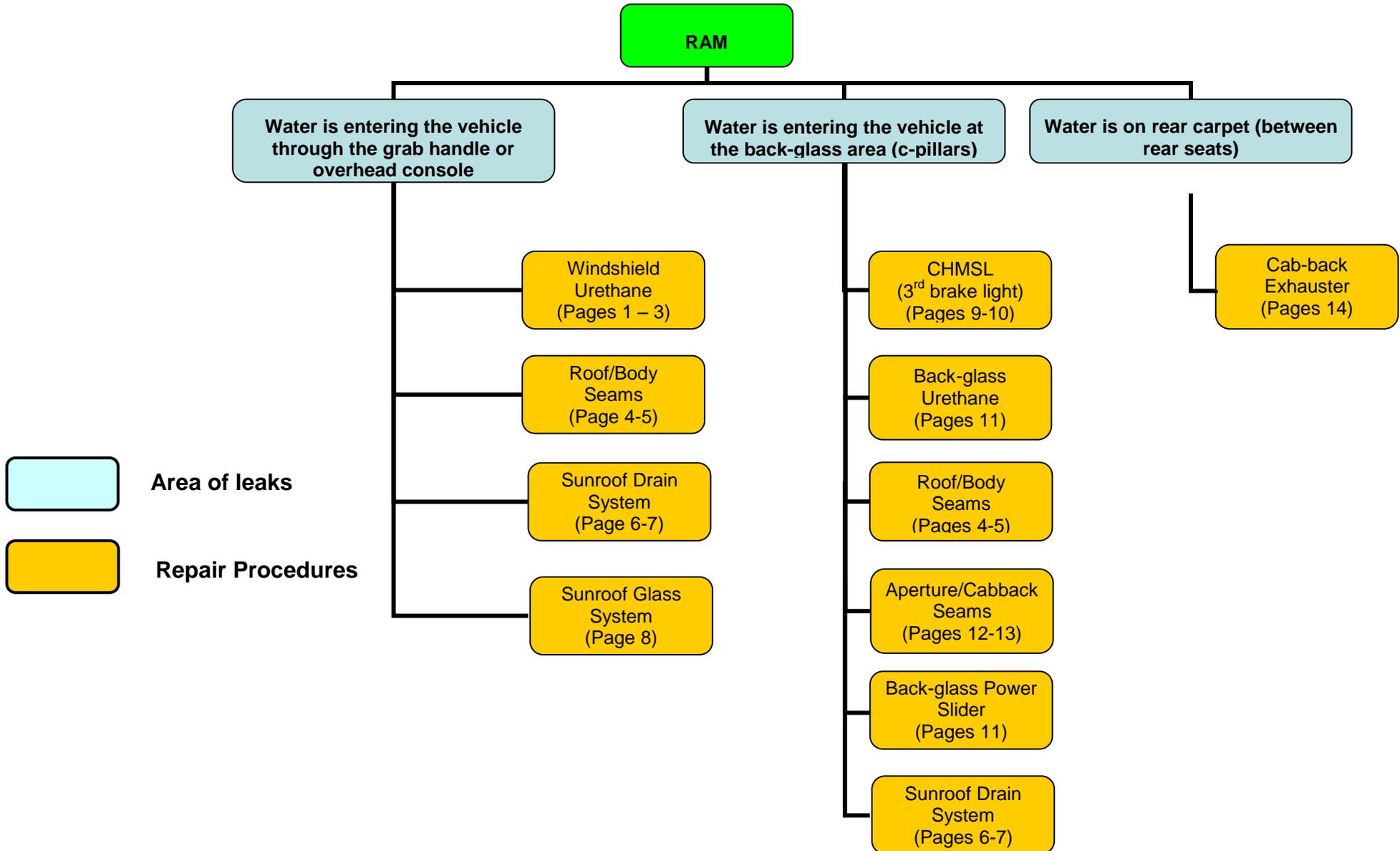
Diagnosis & Repair Manual

Water Leaks

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Diagnosis Road Map



General Notes

1. This manual applies to all Ram models, 2009 MY and beyond.
2. Each leak area can have multiple root causes, as noted in the diagnosis tree. It is important to water test each repair before starting the next.
3. If a leak cannot be reproduced, it is due to the period of time the vehicle is under wet conditions. Some leaks may take hours before leaking.
4. If a leak cannot be reproduced, apply all the repairs as noted in the diagnosis road map.
5. It is important to understand where the leak ENDS up when diagnosing the vehicle. Where the leak ends up, does not always explain where the leak originates. Refer to the diagnosis tree when determining which repairs to perform.
6. This repair procedure does NOT cover every possible water leak on the RAM. The issues identified in this document are the major leaks that show up in the field.
7. Generally, a car wash is the preferred method to diagnose a vehicle.
8. This manual is not intended to be a service manual. The content identifies the major areas of water leaks, the critical characteristics of each area and how to repair them.

READ FIRST



READ FIRST

Water Entering through Grab Handle or Overhead Console

Repair procedure for Windshield Urethane

Required Parts:

Mopar Glass Sealer: Part No. 04318088

3M – Flexclear Body Seam Sealer or equivalent:

Part No. 08401 5 oz. tube or equivalent

Part No. 08405 1/10th gallon cartridge or equivalent

Potential Parts Required:

Molding, Windshield, Right: Part No. 55112434AC (Only replace if damage occurs during removal)

Molding, Windshield, Left: Part No. 55112435AC (Only replace if damage occurs during removal)

Two Methods of testing:

Method 1:

With a person inside the vehicle, run water around windshield starting at the lower left or right side A-Pillar slowly move up the A-pillar and watch for water to drip inside the vehicle from A-Pillar and/or Grab Handle. Next, move across the top of the windshield. If water is seen dripping from any area, stop running water and proceed with repair procedure below.

Method 2:

Gain access to both body exhausters and tape off to block air escaping. Turn the ignition to the run position and turn the HVAC blower in High. Make sure all windows are up and close all the doors. Depending on size of cabin area will affect the time it could take to pressurize the cabin. Next, spray around the windshield molding using either soapy water or spray foam window cleaner. As cabin begins to pressurize inspect for air bubbles to form around windshield molding. If any air bubbles are noticed proceed with repair procedure below.

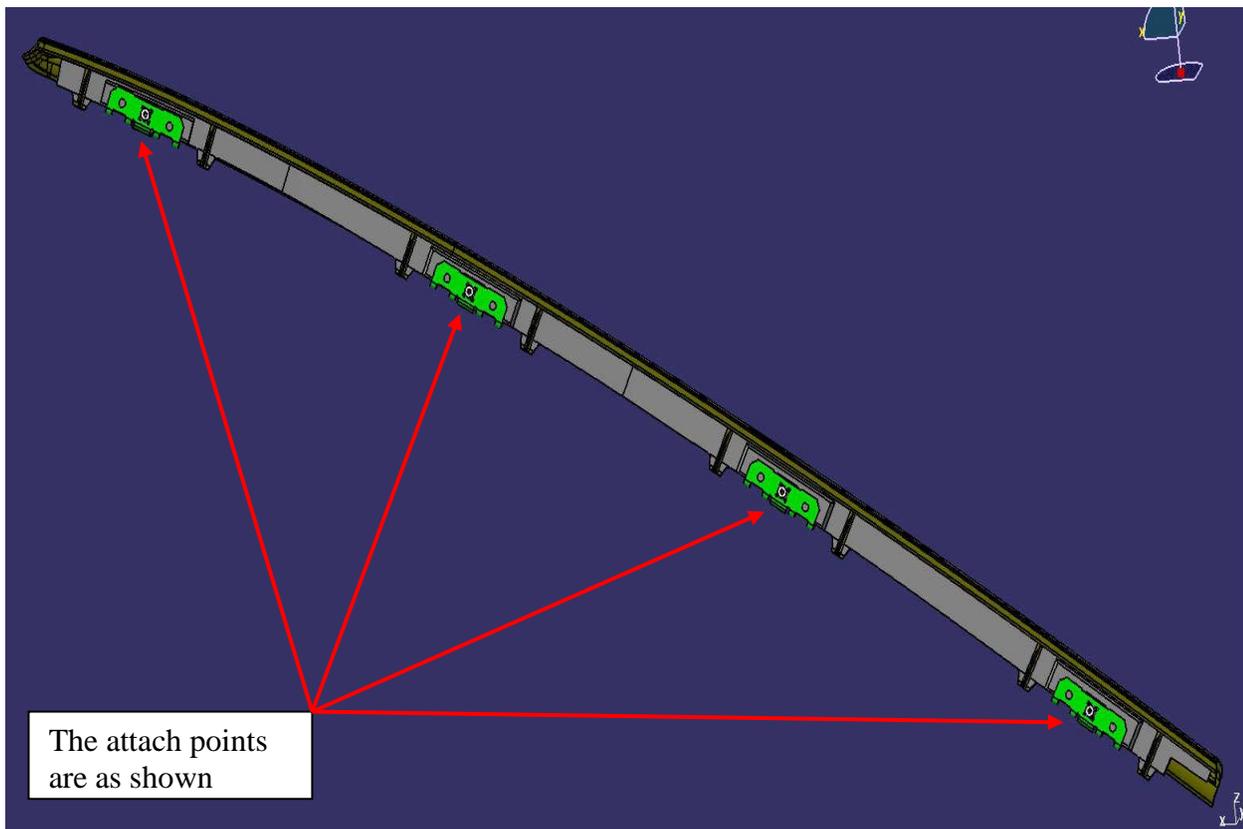
Water Entering through Grab Handle or Overhead Console

Repair procedure for Windshield Urethane (cont.)

REPAIR PROCEDURE:

Windshield Urethane Skip

1. If the leak is determined to be adjacent to the windshield, then the A-Pillar windshield molding should be removed. The windshield molding can be removed pulling it away from the cab at its four attach points (see below). Refer to the removal procedure available in DealerConnect> Service> TechCONNECT> Service Info> 23-Body> Weatherstrip/Seals> WEATHERSTRIP, Windshield, A-Pillar> Removal.



Water Entering through Grab Handle or Overhead Console

Repair procedure for Windshield Urethane (cont.)

Note: A special area of concern is where the windshield and body seams meet (upper a-pillar), which is shown below:



Sealer skips (or pinholes) can be seen along the exposed body seams.

2. Once the windshield molding is removed, inspect for sealer skips. Apply Mopar Glass Sealer: Part No. 04318088 to any skip in the urethane around windshield.
3. For sealer skips in the A-Pillar body seam apply 3M – Flexiclear Body Seam Sealer.
4. Prior to re-assembly, re-test the area to ensure it is properly sealed.
5. Carefully reinstall windshield molding. Refer to the installation procedure available in DealerConnect> Service> TechCONNECT> Service Info> 23-Body> Weatherstrip> Seals> WEATHERSTRIP, Windshield, A-Pillar> Installation.

Water Entering through Grab Handle or Overhead Console

Repair procedure for Roof/Body Seams

Required Parts:

3M – Flexiclear Body Seam Sealer or equivalent:

Part No. 08401 5 oz. tube or equivalent

Part No. 08405 1/10th gallon cartridge or equivalent

Potential Parts Required:

Quantity	P/N	Description
1	55372452AB	Molding – Roof Ditch Rt (Std)
1	55372453AB	Molding – Roof Ditch Lt (Std)
1	55372456AB	Molding – Roof Ditch Rt (Quad)
1	55372457AB	Molding – Roof Ditch Lt (Quad)
1	55372460AB	Molding – Roof Ditch Rt (Crew)
1	55372461AB	Molding – Roof Ditch Lt (Crew)

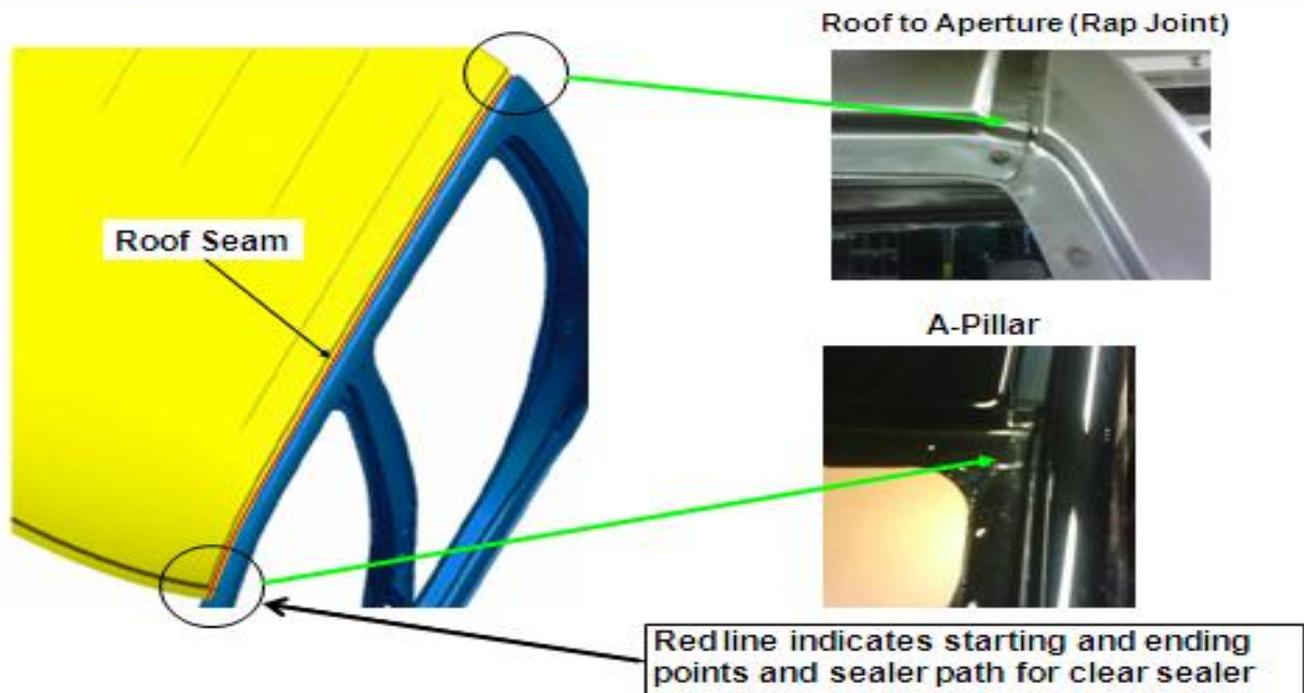
Water Entering through Grab Handle or Overhead Console

Repair procedure for Roof/Body Seams (cont.)

REPAIR PROCEDURE:

1. Gain access to the A-Pillar body seam and roof ditch seam by removing the windshield A-Pillar molding and roof ditch molding. Refer to the removal procedure available in DealerConnect> Service> TechCONNECT> Service Info> 23-Body> Weatherstrip/Seals> WEATHERSTRIP, Header, Roof > Removal and A-Pillar> Removal.

DS Water Leaks From The Grab Handle BIW Systems Customer Satisfaction Team



2. Using the diagram above use sealer, 3M – Flexclear Body Seam Sealer or equivalent and apply sealer along the whole length of the roof ditch, beginning and ending where indicated by the green arrows ensuring to cover any and all pin holes.
3. Prior to re-assembly, re-test the area to ensure it is properly sealed.
4. Reinstall windshield A-Pillar molding and Roof Ditch molding. Refer to the installation procedure available in DealerConnect> Service> TechCONNECT> Service Info> 23-Body> Weatherstrip/Seals> WEATHERSTRIP, Header, Roof> Installation and A-Pillar> Installation.

Water Entering through Grab Handle or Overhead Console

Repair procedure for Sunroof Drain System

1. Inspect for water dripping from Overhead Console, also inspect for water marks/stains and/or dampness on Headliner.
2. Lower the headliner. Refer to the removal procedure available in DealerConnect> Service> TechCONNECT> Service Info> 23-Body> Interior> Headliner> Removal. Inspect all four sunroof drains and insure all connections are secure to each barb.



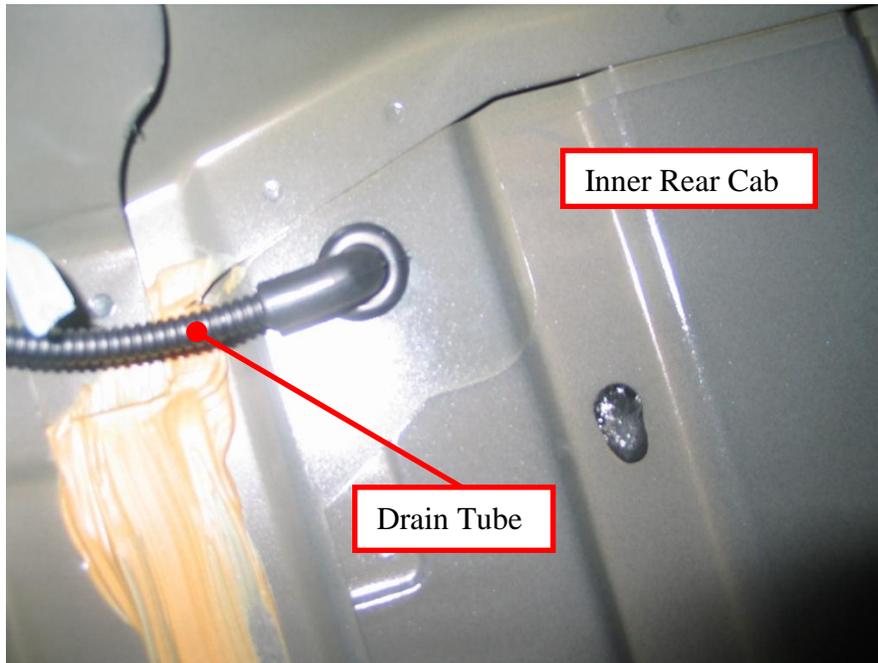
Barb

3. Verify that all four drain tubes are securely fastened, prior to re-assembly. Re-test the area by opening sunroof and using a small cup of water, slowly pour water into sunroof trough to ensure water flows and the drains are properly sealed.
4. Install Headliner. Refer to the installation procedure available in DealerConnect> Service> TechCONNECT> Service Info> 23-Body> Interior> Headliner> Installation.

Repair procedure for Sunroof Drain System (cont.)

Water Entering through Grab Handle or Overhead Console

1. Inspect both rear sunroof drain tube grommets behind rear seat to make sure they are fully seated.



Water Entering through Grab Handle or Overhead Console

Repair procedure for Sunroof Glass System

1. Using the specifications listed in DealerConnect> Service> TechCONNECT> Service Info> 23 – Body> Sunroof> GLASS, Sunroof> Adjustments> Adjustment. Visually inspect sunroof glass flushness to roof panel.



2. If adjustments need to be made to the sunroof glass. Refer to the procedure available in DealerConnect> Service> TechCONNECT> Service Info> 23-Body – Sunroof> Glass, Sunroof> Adjustments, for proper height and gap tolerances.

Water Entering at either Left or Right C-Pillar (Back-glass Area)

Repair procedure for CHMSL (3rd brake light)

Parts Required:

Mopar Glass Sealer. Part No. 04467708

1. Remove the CHMSL (Center High Mounted Stop Lamp) assembly. Refer to the removal procedure available in DealerConnect> Service> TechCONNECT> Service Info> Electrical> 8L – Lamps & Lighting> Lamp/Lighting Exterior> Lamp, Center High Mounted Stop> Removal> Lamp.



Water Entering at either Left or Right C-Pillar (Back-glass Area)

Repair procedure for CHMSL (3rd brake light) cont.

2. Apply 1/8 inch bead of sealer around the lamp on the foam gasket material, leaving no gaps.



1/8 inch bead sealer around entire foam gasket

3. Install the CHMSL assembly. Refer to the installation procedure available in DealerConnect> Service> TechCONNECT> Service Info> Electrical> 8L – Lamps & Lighting> Lamp/Lighting Exterior> Lamp, Center High Mounted Stop> Installation> Lamp.
4. Clean away any sealer that squeezes out onto the painted surface or lamp assembly.

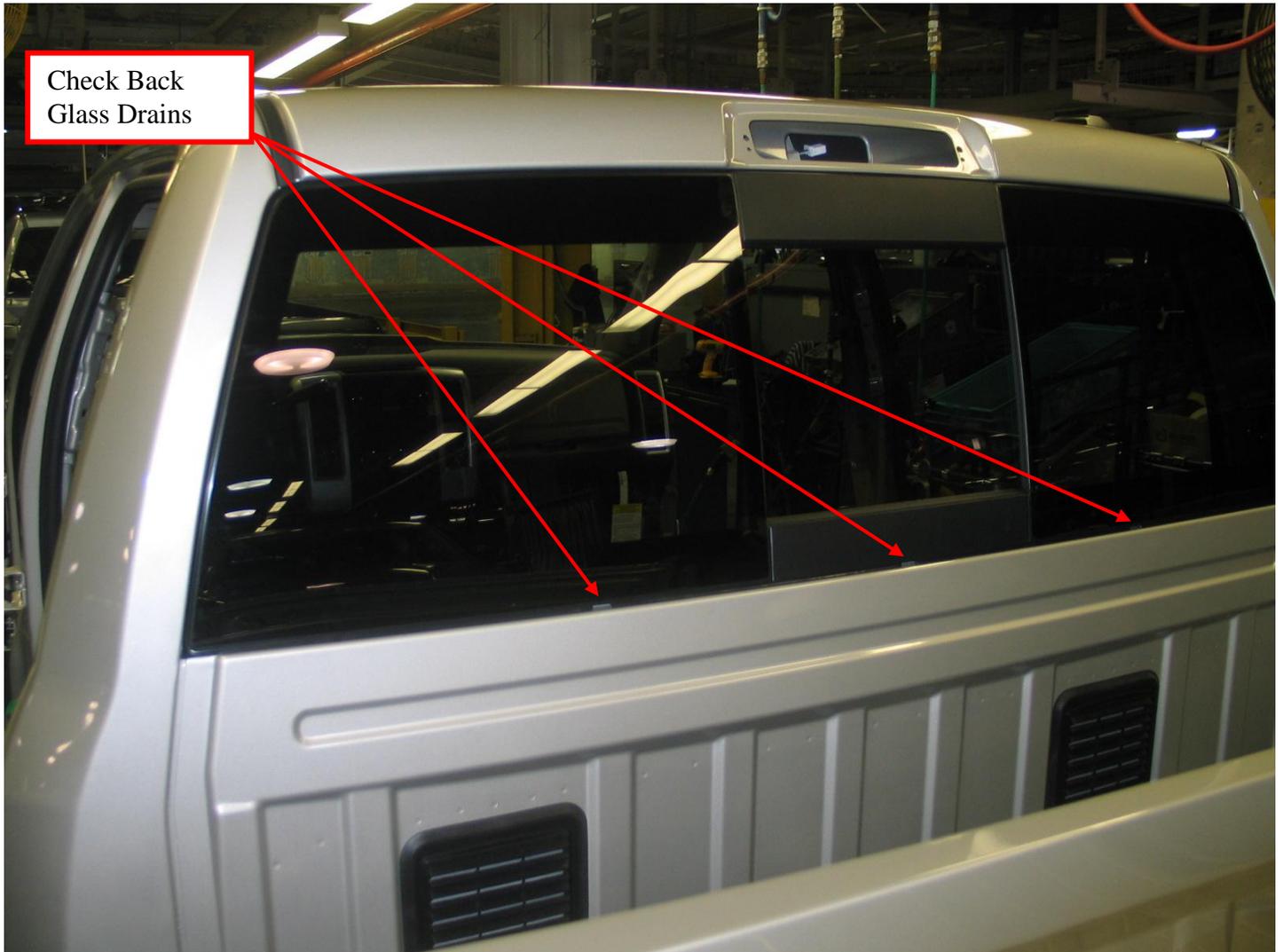
Water Entering at either Left or Right C-Pillar (Back-glass Area)

Repair procedure for Back-glass Power Slider

Parts Required:

Mopar Glass Sealer. Part No. 04467708

- 1.** For the back-glass drains being plugged/restricted or the back-glass will have to be removed and replaced p/n 68054771AA for rear sliding window or p/n 68054780AA for rear power sliding window.
- 2.** If the water leak is found around the perimeter of the back-glass due to urethane skips it is recommended to use Mopar Glass Sealer 04467708.
- 3.** Water test area inspecting for water entering vehicle. If water still enters vehicle, back-glass will have to be replaced.



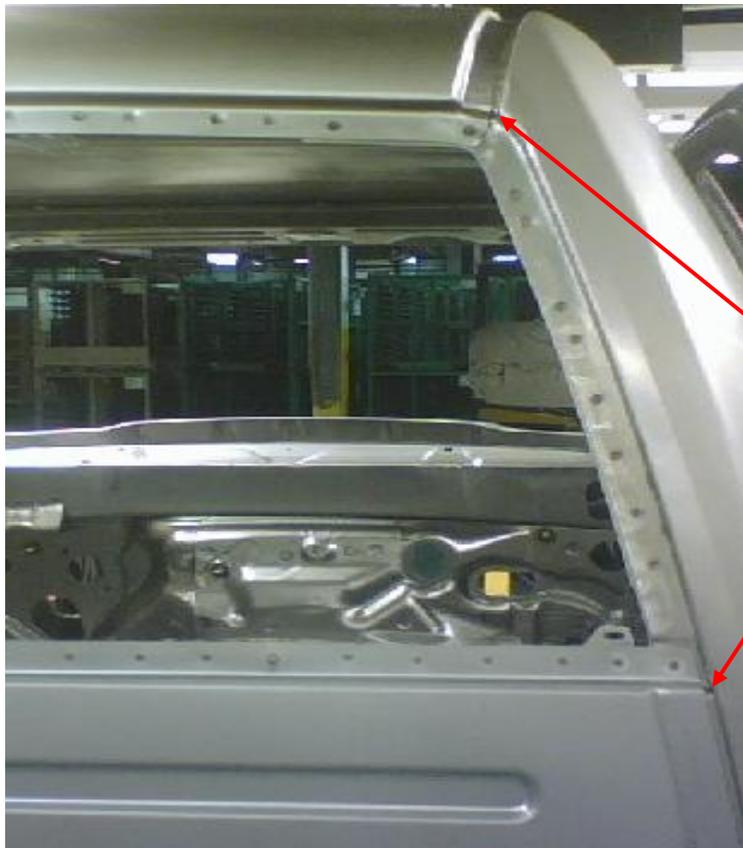
Water Entering at either Left or Right C-Pillar (Back-glass Area)

Repair procedure for Aperture/Cab-back Seams

Required Parts:

- 3M – Flexclear Body Seam Sealer or equivalent:
 - Part No. 08401 5 oz. tube or equivalent
 - Part No. 08405 1/10th gallon cartridge or equivalent

1. Inspect both areas indicated by **Red Arrows**.



Rat Hole Locations

Water Entering at either Left or Right C-Pillar (Back-glass Area)

Repair procedure for Aperture/Cab-back Seams (cont.)

1. Using 3M – Flexiclear Body Seam Sealer or equivalent. Apply sealer as indicated in illustrations below.

NOTE : It is important to fill the entire seam highlighted with **RED brackets to ensure full coverage and proper sealing of rat hole.**

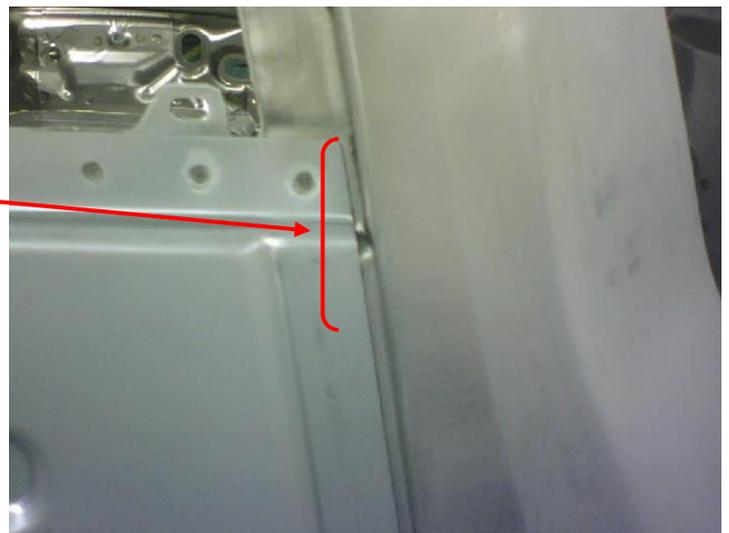
Roof/Aperture Rap Joint



Apply clear sealer on entire length of seam indicated within the bracket

Cab-back/Body Seam

Apply sealer to the seam indicated within the red bracket



Water Entering at either Left or Right C-Pillar (Back-glass Area)

Repair procedure for Cab-back Exhauster

1. Review examples of what to look for and insure they are properly installed and seated against the body of the vehicle.
2. If any of the conditions are found remove exhauster from vehicle inspect for tearing or ripping of the seal. If seal has no tears or rips then reinstall on to vehicle making sure it clicks in on all four corners and that the seal is not rolled.
3. If seal is damaged or torn then replace body exhauster p/n 55055998AF.

