



STAR ONLINE PUBLICATION



Case Number: S2023000050

Release Date: 12/15/2020

Symptom/Vehicle Issue: Secondary Seal To Address DT Dual Pane Sunroof Water Leaks Through Car Washes

Discussion: The customer may notice a water leak between the front and rear dual pane sunroof glass panels while going through car washes. Typically, water enters the vehicle when it goes under the high pressure water jets or a blower dryer.



Diagnosis: Make sure the leak only occurs during high pressure car washes. This fix will not correct water leaks from low pressure water or rain.

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.

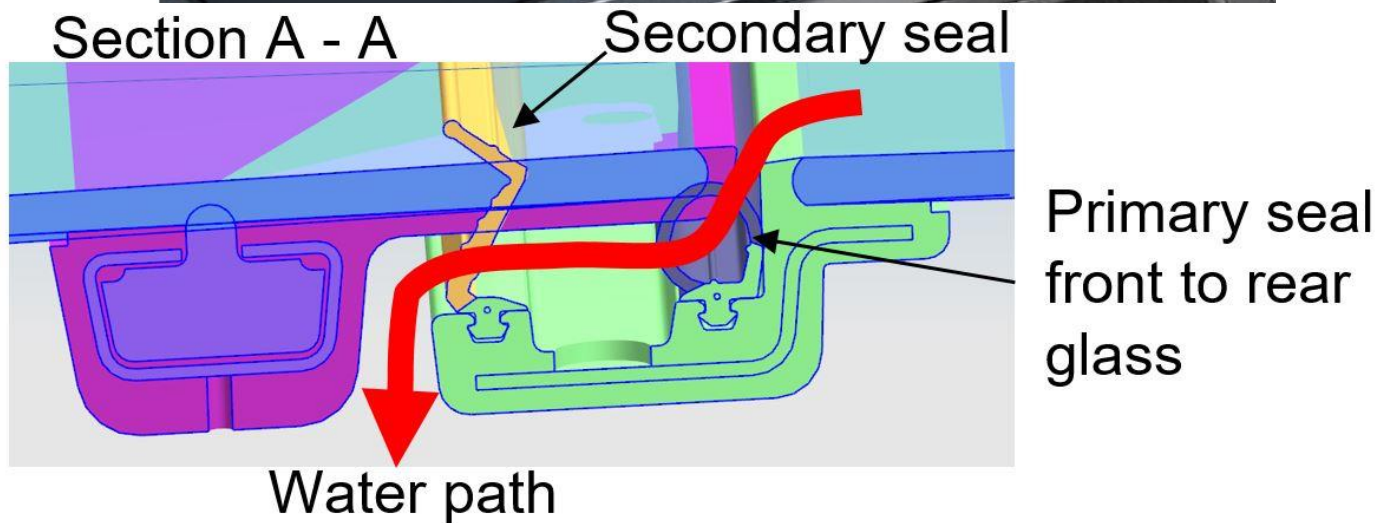
Contact STAR Center, or your Technical Assistance Center Via TechCONNECT or eCONTACT ticket if no solution is found



STAR ONLINE PUBLICATION



Repair: Order secondary seal part number 68410376AA . To install, fully open the sunroof so the front of rear glass pane is exposed. Align the notch in seal with bump in trough. Press the rib of seal into the groove in glass panel. Once seal is installed, press and hold the close button of the sunroof. If close button is not held down, the front glass may auto-reverse.



Verification: Retest the vehicle for water intrusion in a similar manner as before. Confirm water no longer enters the vehicle. If a leak still exists, continue using standard procedure to isolate the source.

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 or eCONTACT ticket if no solution is found