



STAR ONLINE PUBLICATION



Case Number: S1623000034 Rev A

Release Date: November 2021

Symptom/Vehicle Issue: Water Leak From Overhead Console, A Pillar And Or Headliner. Sunroof Drain Tube Inspection.

Discussion: Owner states the overhead console, A Pillar, or headliner area has a water leak. Carpet wet complaint due to front and/or rear sunroof drain tube missing and/or misrouted. See below images. Refer to Service Information for instructions on lowering the headliner to inspect the sunroof drain tubes and their installation.



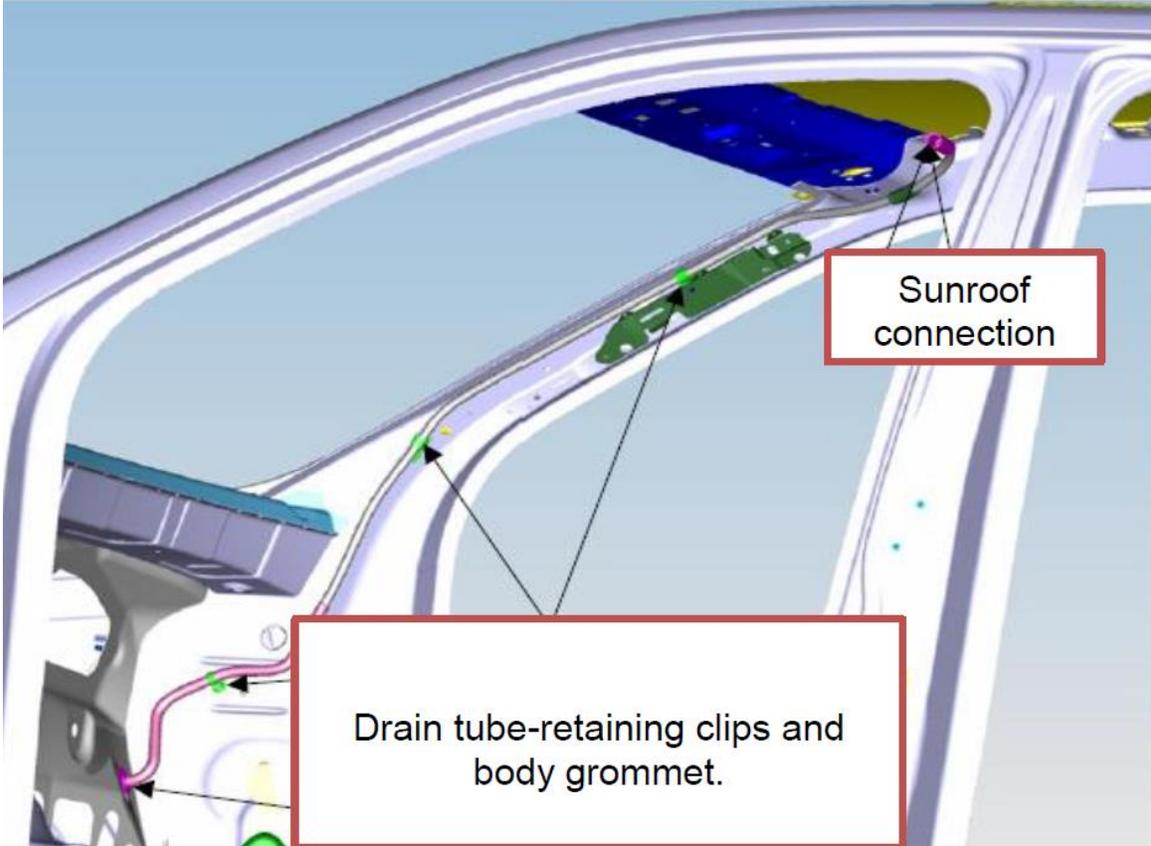
Missing Sunroof front passenger drain tube

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



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Sunroof front passenger drain tube routing

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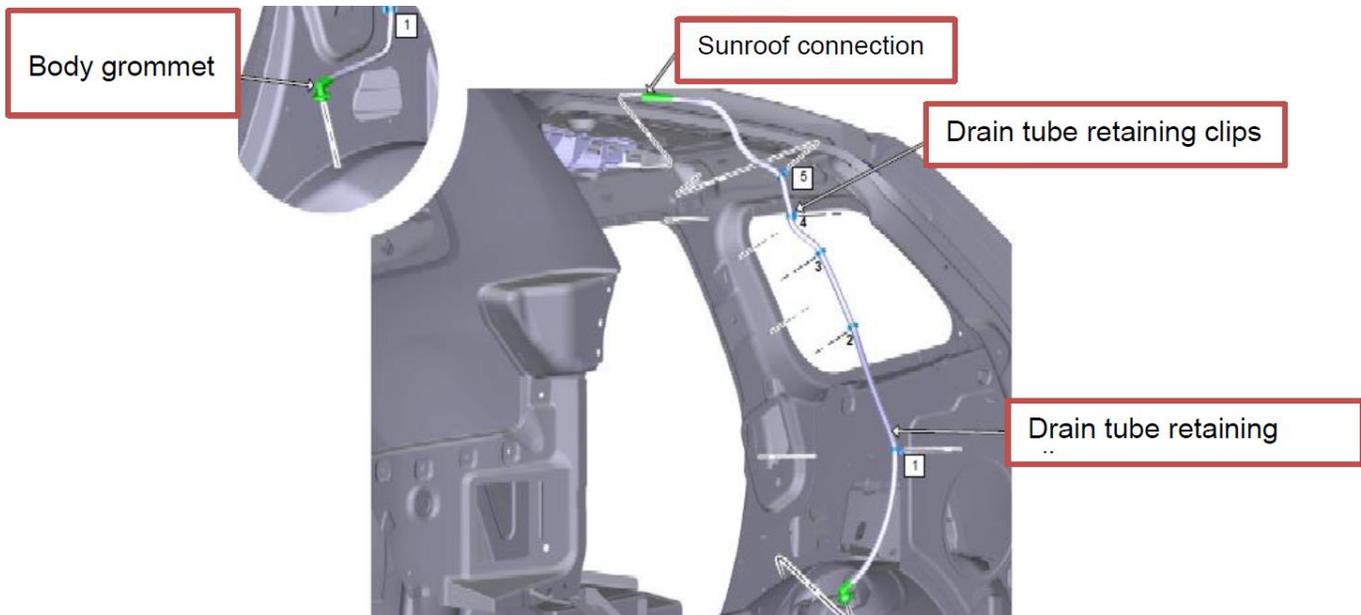
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Sunroof, front driver drain tube routing



Sunroof, rear drain tube routing, passenger

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