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Case Number: S2123000013

Release Date: 3/11/2021

Symptom/Vehicle Issue: Sunroof And Or Sunshade Does Not Move

Customer Complaint/Technician Observation: Sunroof assembly is inoperative or intermittently works from the switch.

Discussion: Inspect connector inline connector XY511A(Fig 1 and Fig 2) for connection. Connector is located in the headliner connecting to the sunroof motor harness. If loose / not attached condition is found, mate both connectors until a click is heard, then perform standard push/pull/push test to validate connection. Power the sunroof with the control switch and ignition on. If the sunroof still does not operate begin performing circuit diagnostics.

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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CONNECTION:
XY511A

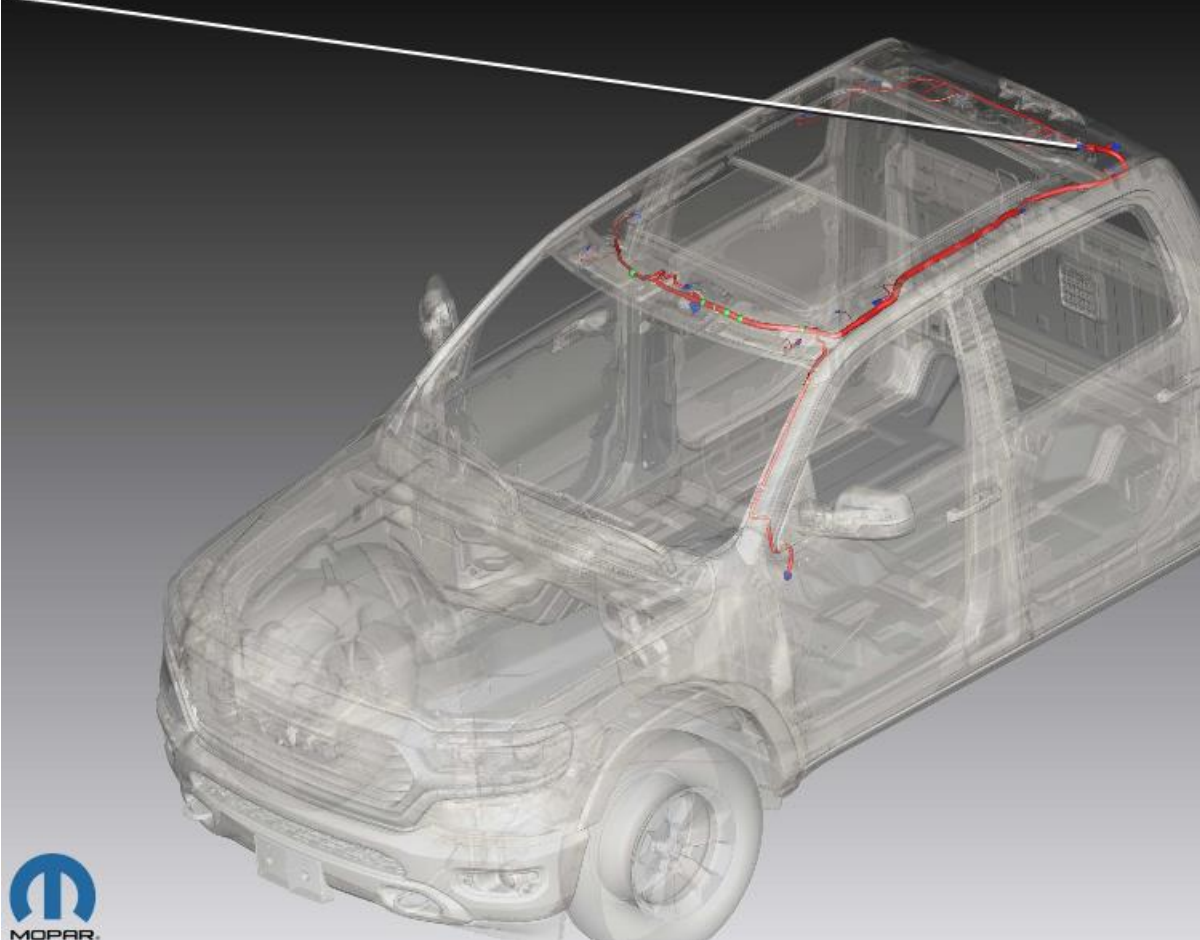


Fig 1
XY511A location on Dual Pane Sunroof

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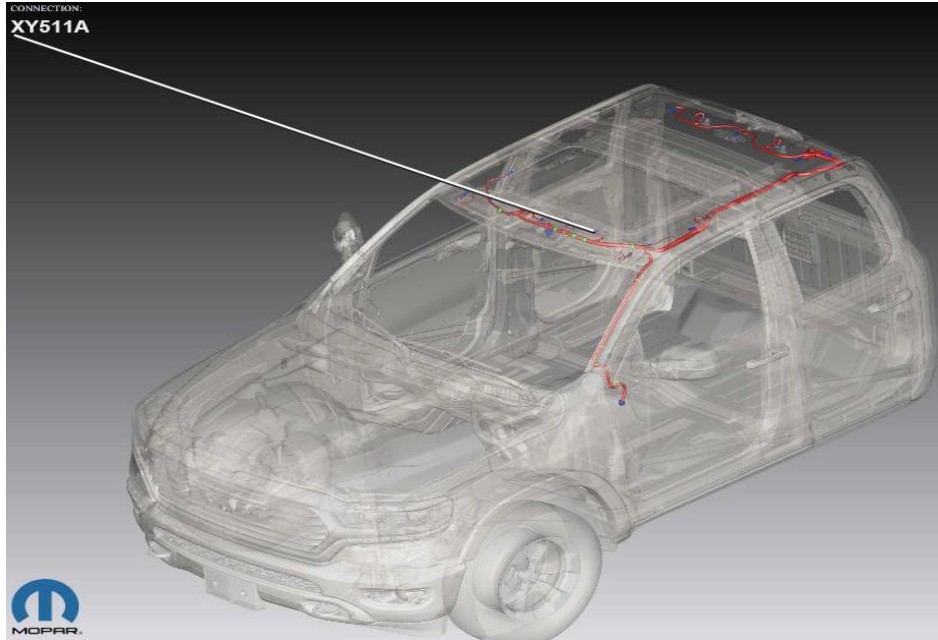


Fig 2
XY511A location on Single Pane sunroofs

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