



STAR ONLINE PUBLICATION



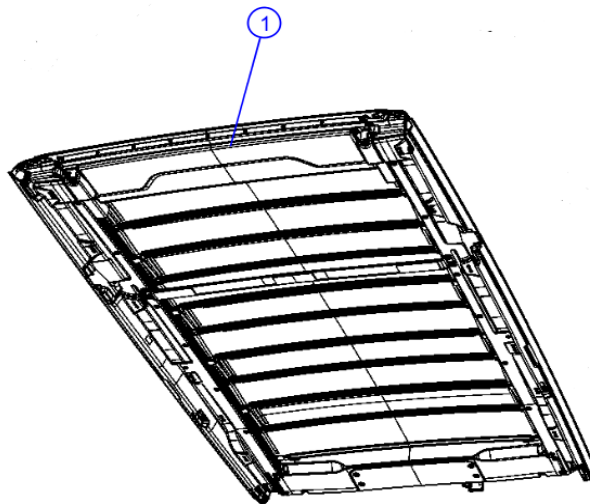
Case Number: S2123000042

Release Date: June 2021

Symptom/Vehicle Issue: One Touch Sky One Power Roof Reversing When Closing

Customer Complaint/Technician Observation: When closing the roof, as the front bow approaches full close the roof reverses about 5 inches and stops. When you try to close it again it repeats the reversing.

Discussion: Overmold on the latch hammer gets cut and will get caught on the ride plate. The software detects the hammer catching on the ride plate and thinks it is an obstruction and thus reverses. The repair for this condition is replacement of the roof frame assembly.



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