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Case Number: S2123000059

Release Date: July 2021

Symptom/Vehicle Issue: Water Leak At Headliner Near Driver Microphone

Customer Complaint/Technician Observation: Customer notices water at the headliner mounted microphone (fig 1).



Water Leak

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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Discussion: Water found in the microphone area may be due to a loose fastener on the sunroof frame. Fig 2 shows the approximate area of the screw. Perform a water test at the screw location to verify the leak is from this location. Use a cup or bottle to apply the water to the screw while looking for water entering below the headliner from this location. It will be necessary to pull the headliner down and use a light to inspect for water. If water is found coming into the vehicle proceed with the below information.

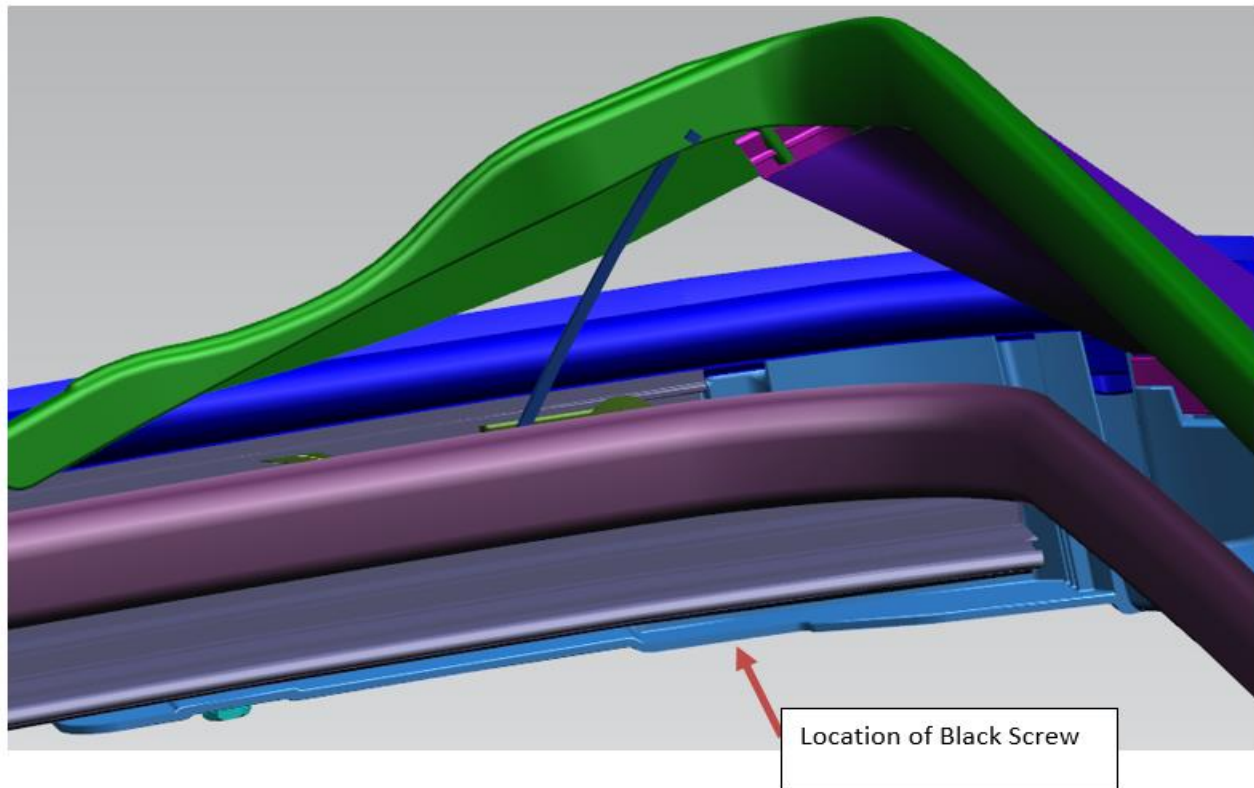


Fig 2

Driver front corner of dual pane sunroof frame viewed from the center of the sunroof opening

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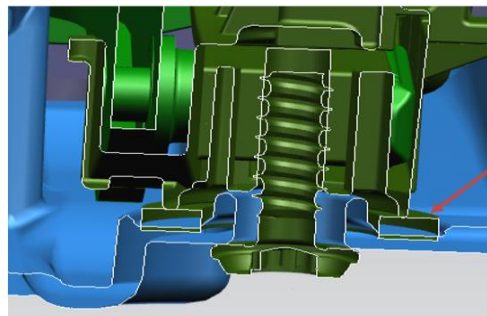
Locate the screw in Fig 3. The screw is in the drain trough forward of the air deflector spring. Lower the headliner (should not be necessary to remove it) to gain access to the screw head T25 size. Tighten the black screw to 26 in lbs +/- 4 (3 +/- 0.5 Nm). Once tightened perform a follow up water test using a cup or bottle to apply water directly on the black sunroof screw in the drain trough in the area to verify the leak is no longer present.



Use water bottle and pour water over white/grey washer

Fig 3

Cross section of black screw joint



White/grey washer

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