



STAR ONLINE PUBLICATION



Case Number: S2123000036

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Symptom/Vehicle Issue: Dual Pane Sunroof Glass False Reversing When Closing

Customer Complaint/Technician Observation: When closing the WL dual pane sunroof glass, the glass is false reversing when the front edge of the glass comes into contact with the seal at the front of the sunroof frame.

Discussion: Verify false reversal by cycling the glass open/close 3 times and vent open/close 3 times. If sunroof reverses on any of the closing cycles, then calibrate the sunroof by following the detailed procedures in the service library under:

08 - Electrical / 8N - Power Systems / Power Top, Sunroof / Standard Procedure.
DUAL PANE SUNROOF CALIBRATIONS:

Procedure 2: Re-initialization & Obstacle Detection Calibration.

Cycle 3x open, close & vent to verify proper function before returning to customer.

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