



STAR ONLINE PUBLICATION



Case Number: S2123000037

Release Date: May 2021

Symptom/Vehicle Issue: Dual Pane Sunroof Sunshade Noisy When Operating

Customer Complaint/Technician Observation:

Discussion:

Cycle the sunshade open and closed and compare the noise to the two descriptions below. You must select the correct procedure to fix this issue.

1. Crinkle/popping noise (sounds like popcorn or crumpling paper, louder than the ratcheting noise below) this noise coming from WL dual pane sunroof sunshade is caused by interface between the sunshade fabric and shade guide tape.

Repair Procedure: Replace Sunroof Shade Please refer to the detailed instructions in the service library under 23 - Body / Sunroof, Dual Pane / SUNSHADE, Sunroof / Removal and Installation

2. Ratcheting noise (low rumble, mechanical noise metal cable rubbing on aluminum track without lubrication or gear noise) coming from dual pane sunroof sunshade is caused by the interface between the guide cables and the motor and/or interface between guide cables and side rails. Verify noise by cycling the sunshade open and close.

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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Repair Procedure: Replace Sunroof Frame

Please refer to the detailed instructions in the service library under 23 - Body / Sunroof, Dual Pane / SUNROOF, Dual Pane / Removal and Installation

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