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Case Number: S2123000059 Rev A

Release Date: March 2022

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

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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 top side of the screw area (drain trough) 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.

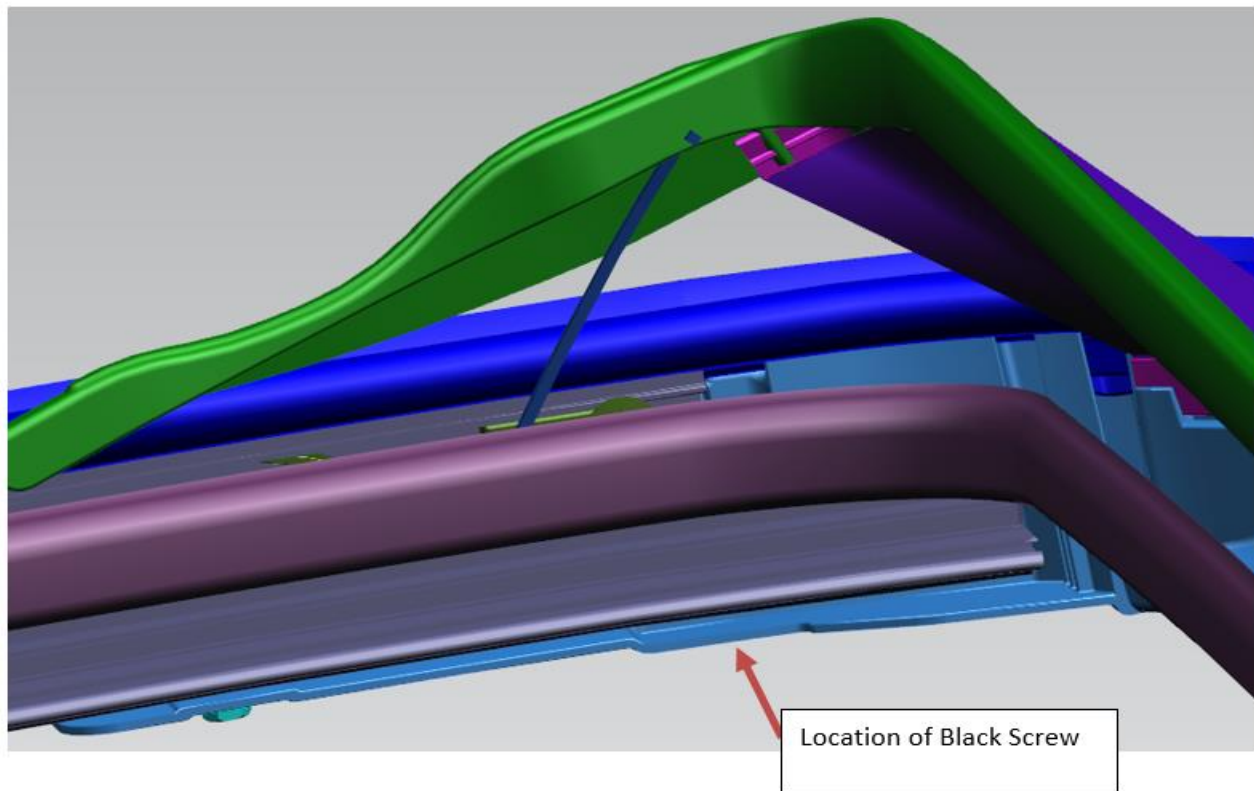


Fig 2

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 (not necessary to remove headliner) to gain access to the screw head T25 size. Refer to 23 - Body / Sunroof, Dual Pane / SUNROOF, Dual Pane / Removal and Installation for further information.

Cross section of black screw joint

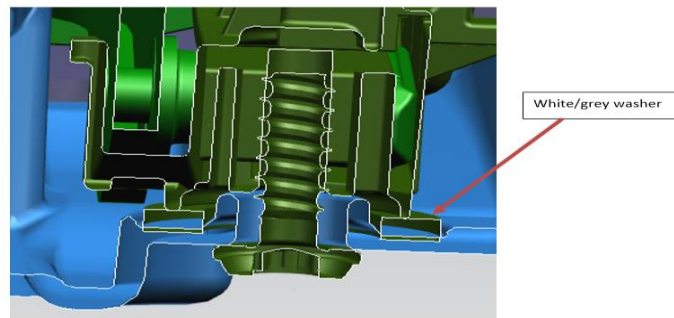


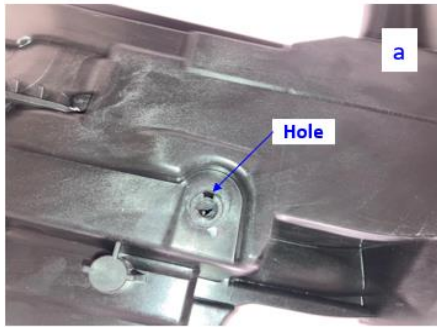
Fig 3

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Rework steps:

1. Remove black screw from the leaked joint and watchout for off-centered screw hole at shown in picture-a.
2. Fill the entire hole with Kent sealant at shown in picture-b.
3. Tighten the screw to 3.5Nm torque.

Kent High Tech Seam Sealer- clear (or equivalent) p10200 is available online or through a local body shop supply. Follow manufacture's application and cure instructions.

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