



STAR ONLINE PUBLICATION



Case Number: S2223000014 Rev A

Release Date: March 2022

Symptom/Vehicle Issue: Water Leaking From Overhead Console Or Headliner
Microphone On Sunroof Equipped Vehicle

Discussion: With sunroof glass in closed position visually inspect from top of roof the interface of front sunroof glass to sunroof exterior seal along the front for pinched wind deflector fabric (Fig 1). If wind deflector fabric is pinched between sunroof glass and exterior seal replace both the wind deflector and sunroof exterior seal. Next inspect the exterior seal for any areas where it has lifted up away from the body (Fig 2). If exterior seal is found to be lifted remove and replace the exterior seal. Next open sunroof glass and remove sunroof exterior seal (perimeter seal) by lifting up. Visually inspect for sunroof auxiliary seal trapped under body roof opening flange around entire perimeter of roof opening (Fig 3). If the auxiliary seal is folded and visible – sunroof frame will require removal to replace the auxiliary seal. See cut-away images (Fig 4 & 5)

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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NOT OK CONDITION

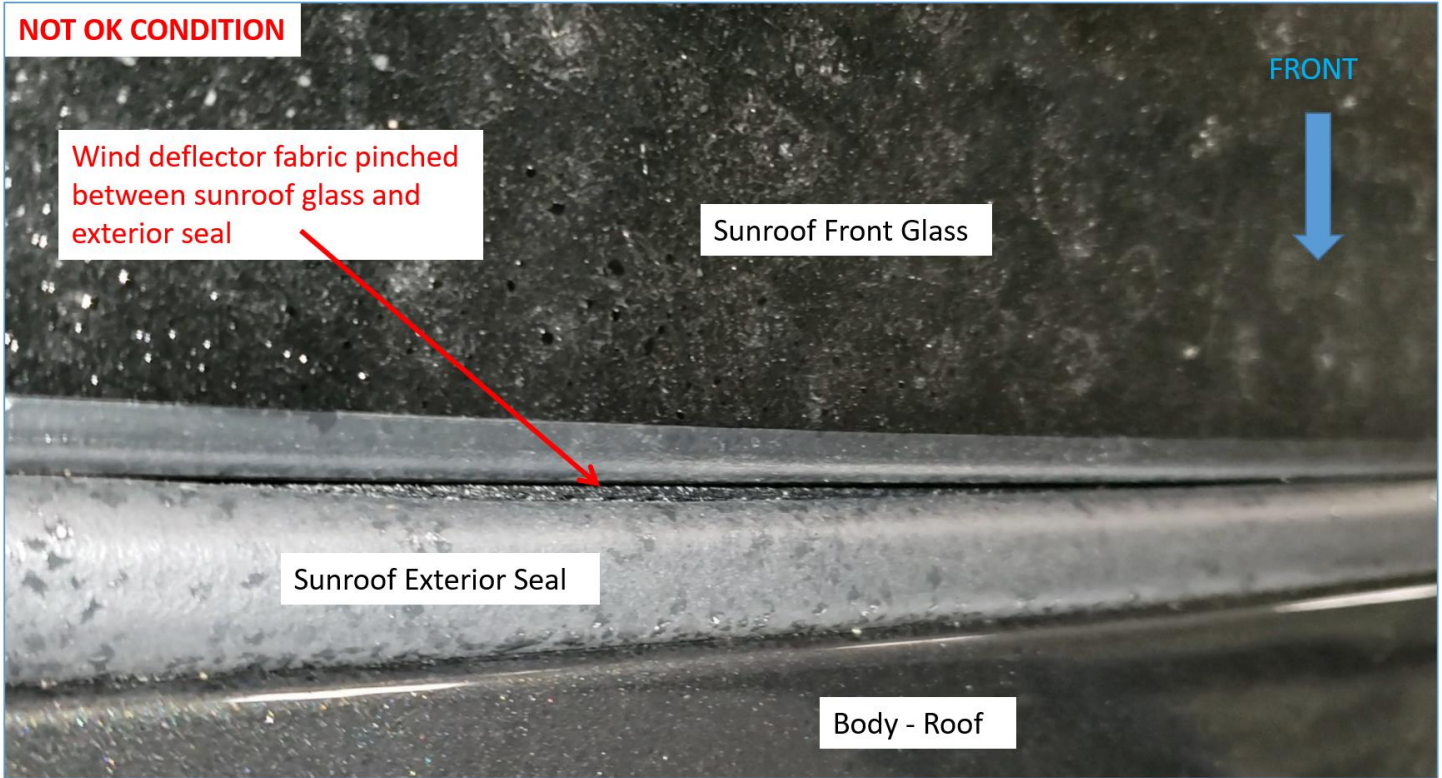


Fig 1

Wind deflector fabric pinched. Incorrect installation.

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Fig 2
Example of sunroof exterior seal lifted

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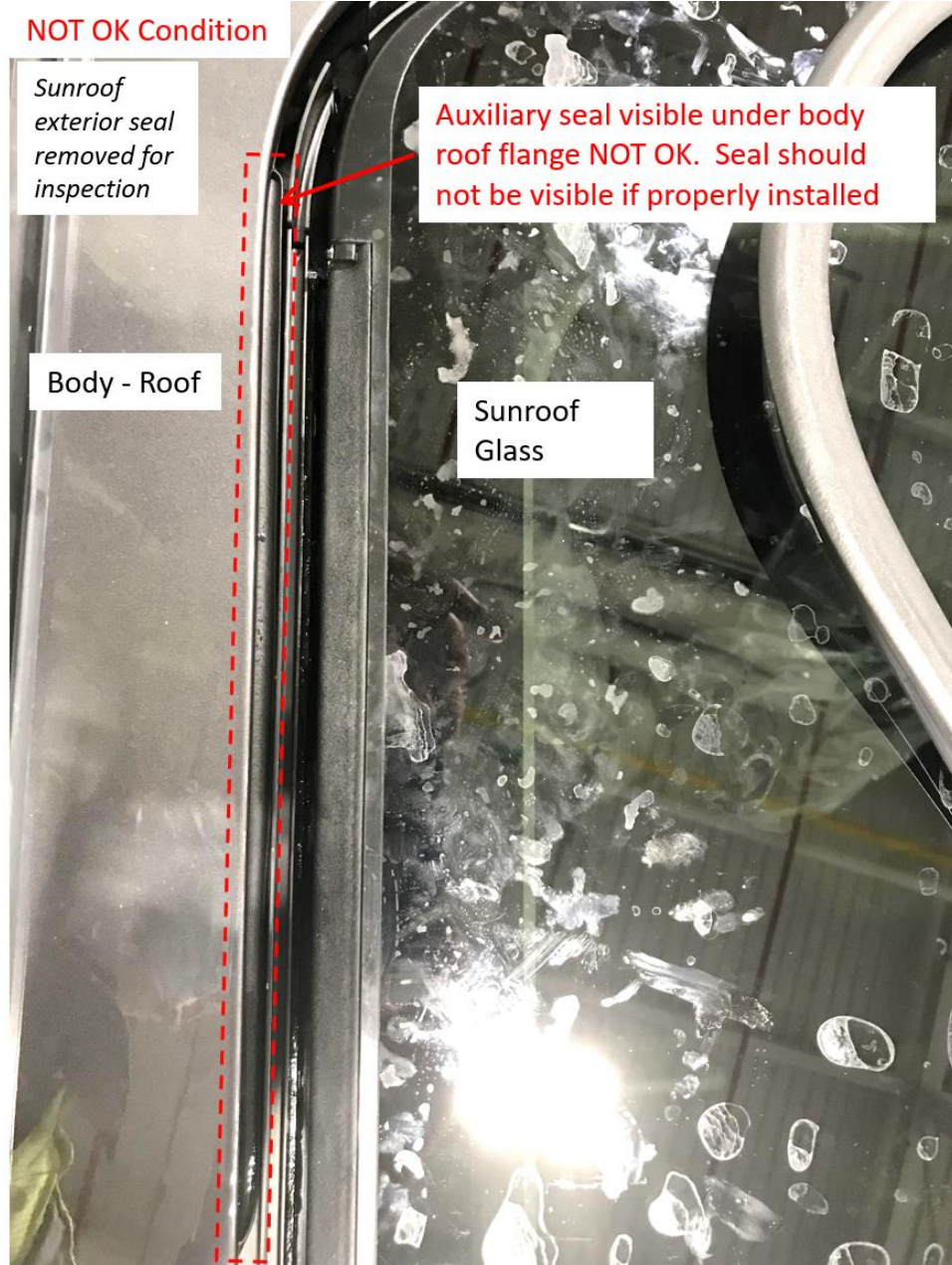


Fig 3

Sunroof exterior seal removed. Auxiliary seal visible from top of vehicle. Not correct.

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Correct Condition

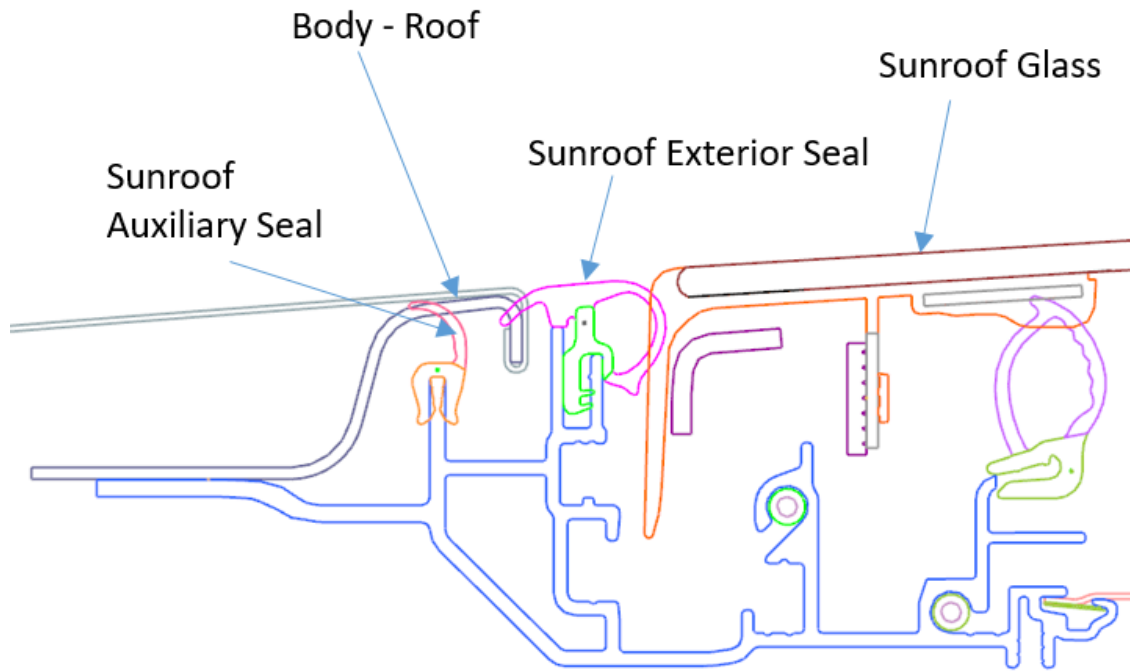


Fig 4
Cut-away cross view of sunroof

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Not OK Condition

Auxiliary Seal trapped
under roof flange

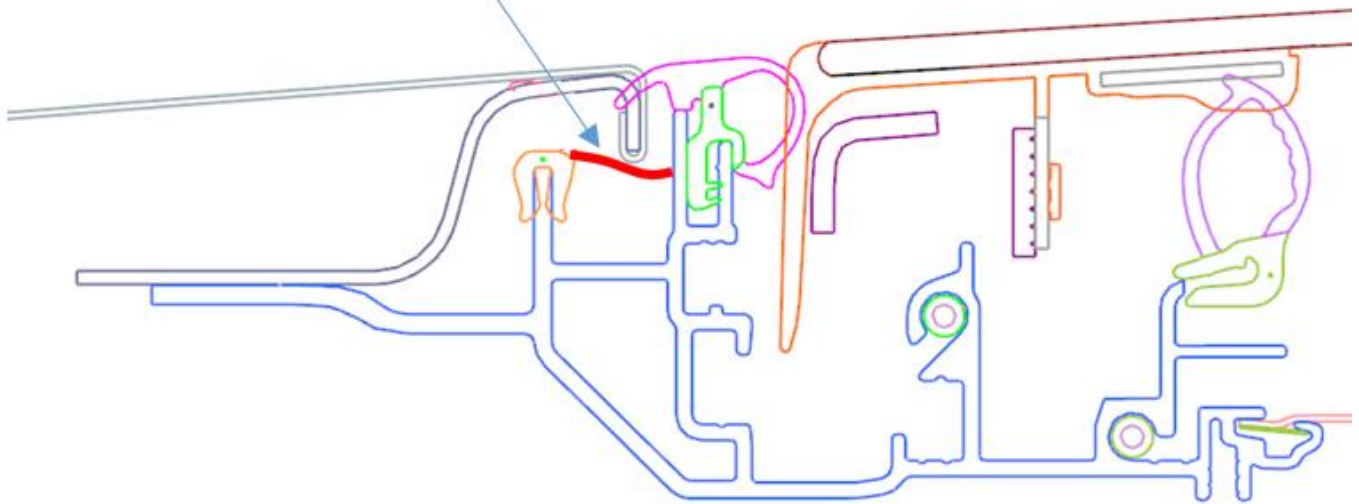


Fig 5
Folded Auxiliary Seal

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