















**Case Number:** S2223000014

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 weatherstrip along the front for pinched wind deflector fabric (Fig 1). Open sunroof glass and remove sunroof exterior weatherstrip (perimeter seal). Visually inspect for sunroof secondary seal trapped under body roof opening flange around entire perimeter of roof opening. If the secondary seal is folded and visible – sunroof frame will require removal to replace the secondary seal. See cutaway images (Fig 2)

If wind deflector fabric is pinched between sunroof glass and weatherstrip replace both the wind deflector and sunroof weatherstrip. (Fig 4)

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

















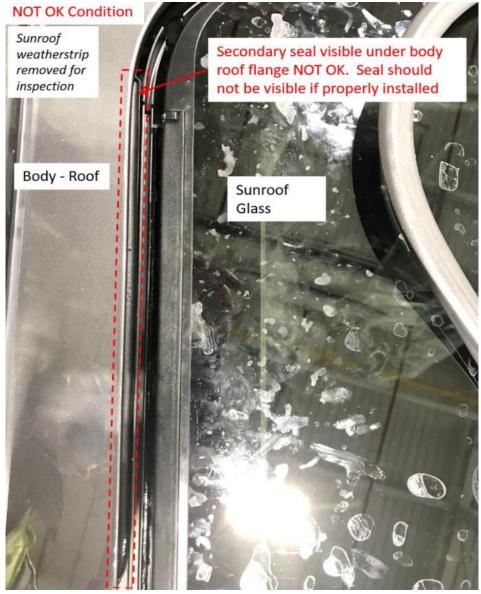


Fig 1

Sunroof weatherstrip removed. Secondary seal visible from top of vehicle. Not correct.

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









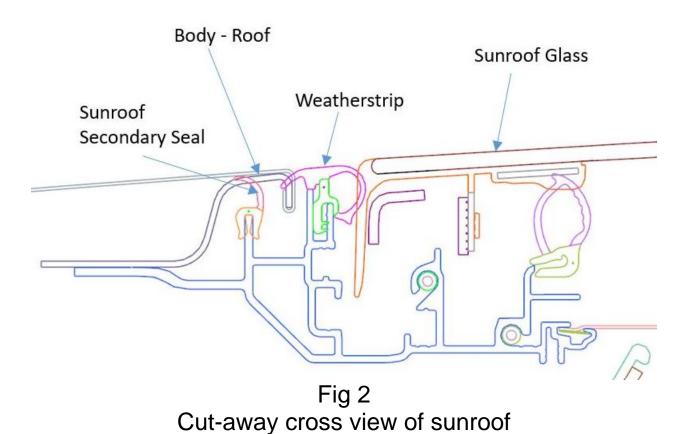








# **Correct Condition**



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

















# **Not OK Condition**

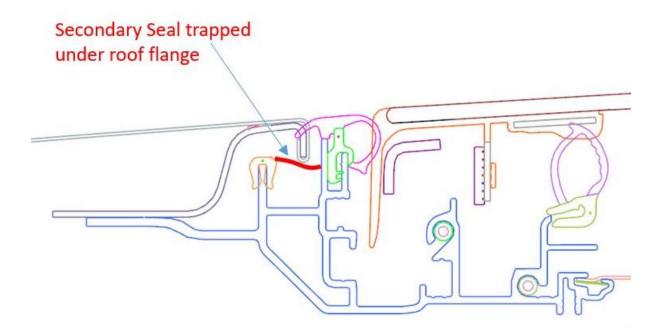


Fig 3 Folded Secondary Seal

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

















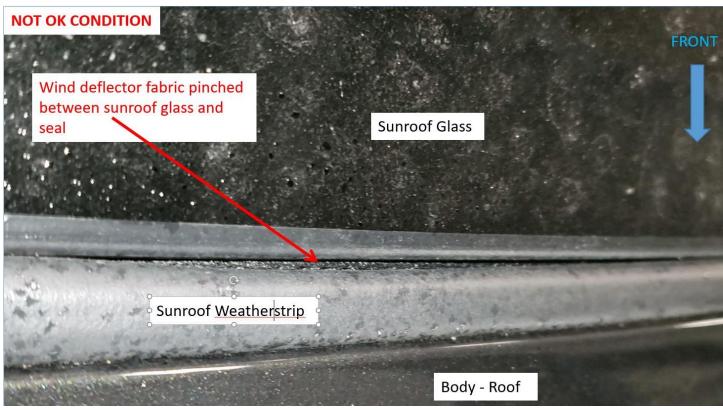


Fig 4 Wind deflector fabric pinched. Incorrect installation.

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