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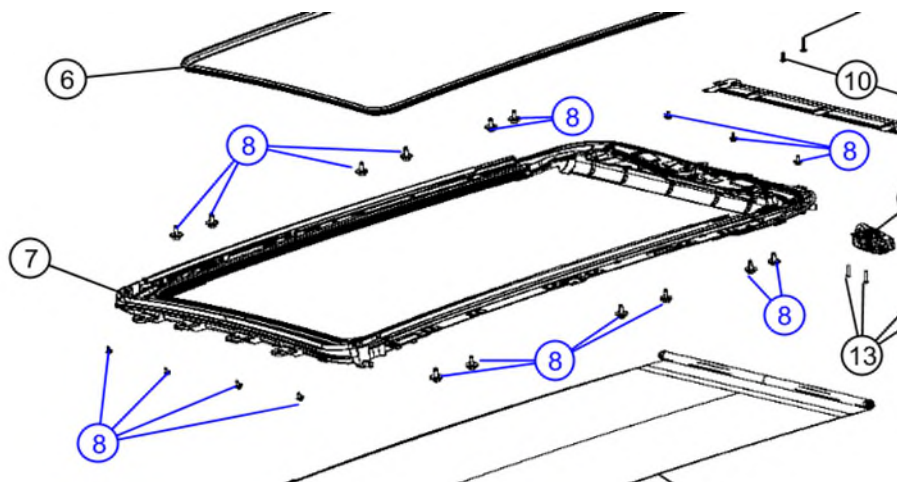
Case Number: S2323000077

Release Date: September 2023

Symptom/Vehicle Issue: Rattle Squeak Noise From Sunroof Area

Customer Complaint/Technician Observation: Operating the vehicle over rough roads, bumps, and potholes the customer hears a buzz, squeak or rattle from the sunroof area.

Diagnosis: Noises heard could originate from the sunroof mounting screws. Along with performing a visual inspection of the roof components also inspect the sunroof perimeter fastening screws for torque. Refer to Service Library 23 - Body / Sunroof, Single Pane / Dual Pane for information and torque specifications.



Attachment screw locations for sunroof. Dual pane shown, single pane similar.

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, eCONTACT or Service Library entry if no solution is found.



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Repair Procedure: Remove and inspect the sunroof frame attaching screws for missing Loctite patch. Install new screws if found.

Parts Required: Screw 06513746AA with Loctite patch

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