

Series 296 294 - Sliding Sunroof Panel Of Panoramic Sliding Sunroof Reversed (temporarily, once, multiple times) During Closing Process Without Entrapment Event

Topic number	LI77.21-P-075806
Version	6
Function group	77.21 - Panoramic roof
Date	10/22/24
Validity	Model series 296 with SA code 413 (Panoramic roof) up to production date 08.03.2023 Model series 294 without global creator code LE4, with SA code 413 (Panoramic roof) up to production date 09.03.2023 Model series 294 with global creator code LE4, with SA code 413 (Panoramic roof) up to production date 01.02.2023
Reason for change	Supplement for remedy: Reference to escalation closing (also described in Operator's Manual) during reversing processes if vehicle in customer possession

Complaint

Sliding sunroof panel of panoramic sliding sunroof reversed (temporarily, once, multiple times) during closing process without entrapment event.

Cause

Sensitive parameterization of the automatic reversing function of the panoramic roof in combination with the seal counterpressure.

Remedy

1. Open the sliding sunroof panel of the panoramic roof completely (sliding position) and wait 10min (so that the seals can expand/be fully established, if they have been flattened).
2. Standardize panoramic roof with diagnostic system and carry out teach-in run for automatic reversing function.

Reference to escalation closing during reversing processes (also described in Operator's Manual), if vehicle in customer possession (see Video_1):

If the panoramic roof blocks up when closing and then opens again slightly (reversing process): Immediately after automatic reversing, wipe forwards on the control panel of the overhead control panel and hold until the panoramic roof is closed. The panoramic roof is closed with greater closing force.

If the panoramic roof blocks up again and then opens again slightly (reversing process): repeat previous step. The panoramic roof is closed again with greater closing force.

Attachments	
File	Description
Video_1.mov	Video: Operation of overhead control panel slider for escalation closing

WIS-References		
Document number	Title	Note
AD00.00-P-2000-06FR	Connect/disconnect diagnostic device	-

Disclaimer

NOTE: The information contained in this document is intended for use by trained, professional technicians with the knowledge to properly and safely perform diagnosis and repairs on Mercedes-Benz vehicles, using Mercedes-Benz approved tools and equipment. It informs service technicians about conditions that could occur in certain vehicles and provides information that could assist in proper vehicle diagnosis, service, or repair. It does not indicate that a defect is present in any vehicle referenced in this document nor does it imply warranty coverage. DO NOT assume that a symptom or condition, or a described cause of a symptom or condition, affects any particular vehicle or groups of vehicles, or that a described repair applies to any particular vehicle or groups of vehicles. There can be multiple causes resulting in the same or similar symptoms or conditions described in this document, and trained professional service technicians must use their diagnostic skills to make evaluations on a case-by-case basis. The information contained in this document does not guarantee warranty coverage nor does it extend the vehicle's warranty in any way.

Symptoms
Body > Roof system > Tilting/sliding sunroof system > Does not close

Operation numbers/damage codes				
Op. no.	Operation text	Time	Damage code	Note