



STAR ONLINE PUBLICATION



Case Number: S2523000036

Release Date: April 2025

Symptom/Vehicle Issue: Sunroof Inoperative, Not Moving To Open Or Closed Positions.

Discussion: Sunroof theory of operation can be found in Service Library 08 - Electrical / 8N - Power Systems / Power Top, Sunroof / Description and Operation. Single Pane and Dual Pane roof systems have separate Diagnosis and Testing information in Service Library. Locate and follow the steps for the condition that applies to the customer complaint. If the condition is not resolved by following the diagnostic steps, also inspect the sunroof switch connection to the harness. Disconnect and reconnect the switch using the push-push-pull connection strategy.

Before replacing any components be sure to unplug connectors, inspect pin fit, and follow the diagnosis and testing condition charts.

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.