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Case Number: S240800024 Rev. A

Release Date: May 2025

Symptom/Vehicle Issue: Power Top Switch Unresponsive, Full Retractable Sky Roof Does Not Open or Close

Customer Complaint/Technician Observation: The owner complains the top system is inoperative and that by pressing the switches the Power Top does not make any movement. Technician may or may not have Diagnostic Trouble Codes (DTCs).

Repair Procedure: Perform the power top calibration prior to any switch or parts replacement.

NOTE: The TOP can be programmed by the switch if the TOP is in the full closed position.

NOTE: If the TOP is in any position but closed the diagnostic scan tool must be used to perform the TOP Calibration.

Release Procedure:

For vehicles equipped with a power top, the relearn procedure allows the power top system to calibrate when the "Express Mode" stops working. To reset the power top, perform the following procedural steps outlined below:

1. **The engine must be running to perform the calibration process.**
2. Verify that the battery voltage is between 11.0 and 16.0 volts.
3. Using the diagnostic scan tool, erase Diagnostic Trouble Codes (DTC)(s) from the Power Top Control Module (PTCM).
4. Confirm that the power top is in the fully closed position. If the power top cannot be put into the closed position from using the switch, then calibration must be performed through a calibration routine located in the diagnostic scan tool.
5. Push and hold the power top close switch for 10 seconds. **Do not release the button until after step 5.** This puts the power top into calibration mode.

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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NOTE: If the power top close switch is released during power top motion, the calibration will be aborted.

6. Continue holding down the power top close button while the top cycles to full open and then to full close.
7. Once the power top has stopped in the full closed position, release the close button.
8. With the scan tool, under the Guided Diagnostic tab perform an ECU Reset on the PTCM; and then clear all DTCs.
9. The power top is now reset and ready to use.

NOTE: If the calibration procedure fails, check, diagnose and repair any related DTCs.

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