

Water ingress at sliding sunroof

Topic number	LI77.20-P-073486
Version	2
Function group	77.20 - Electric sliding roof
Date	2/24/26
Validity	Type 463 as of model year 2019 (as of code XZ8) and sliding sunroof (code F15) type 465 with SA code 414
Reason for change	Expanded to include BR465 and adaptation of remedies


Complaint

Water ingress at the sliding sunroof can lead to moisture in the interior. In some cases, the leakage may also be visible to the customer in the area of the overhead control panel.

Cause

The following causes can lead to water ingress in the area of the sliding sunroof and thus to moisture in the vehicle interior:

1. Incorrectly routed drain hoses: Water may accumulate in the rear area of the sliding sunroof frame (see picture #1). For example, the rear drain hoses may have been routed without sufficient slope, which consequently leads to the drains overflowing. Water can enter the vehicle interior through the headliner.
2. Sliding sunroof adjustment: An improper positioning of the tilting/sliding roof within the roof frame may, under certain circumstances, lead to increased water ingress through the seal between the sliding sunroof frame and the roof. However, one drop is permissible here.
3. Material degradation: Over time, the seal of the tilting/sliding roof may experience age-related changes in its elasticity, which could potentially affect its watertightness.

Attachments	
File	Description
Picture 1 - Waterlogging in drainage channel in sunroof frame .JPG 	Picture 1 - Description of problem

Remedy

Test procedure for suspected water ingress via the sliding sunroof:

XENTRY Tips

- In all three possible cases, the headliner must be removed.
- First, the complaint must be reviewed. A rain test should be performed for this purpose. If water enters through the sliding/tilting roof, compare the amount of water entering with the reference video in the appendix. Please note that due to its design, the sliding sunroof is not completely watertight. (see Video 3)
- If the amount of water does not correspond to the expected normal condition, the three potential causes should be checked, insofar as they apply to the specific case. (see Video 2)

Re. cause 1:

- Route the left rear and right rear drain hoses of the sliding sunroof frame from the upper clip-on point to the lower clip-on point.
- This must be carried out for both fastening points at the C-pillar and D-pillar. Carry out this step on both the left and right side of the vehicle.
- Then move the water drain hoses of the roof luggage rack mounts from the lower clip-on point to the upper clip-on point (see Pictures 2 and 3, Video 1).
- Reinstall the roof lining.

Re. cause 2:

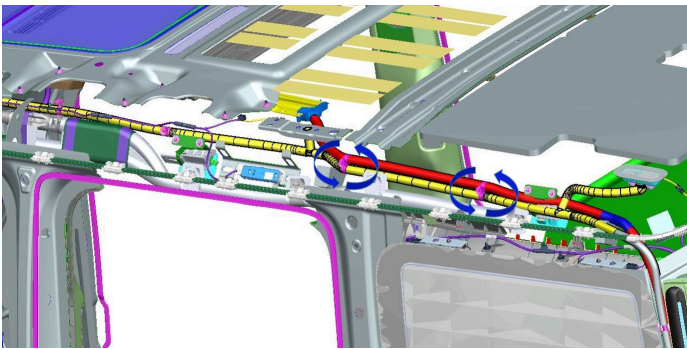
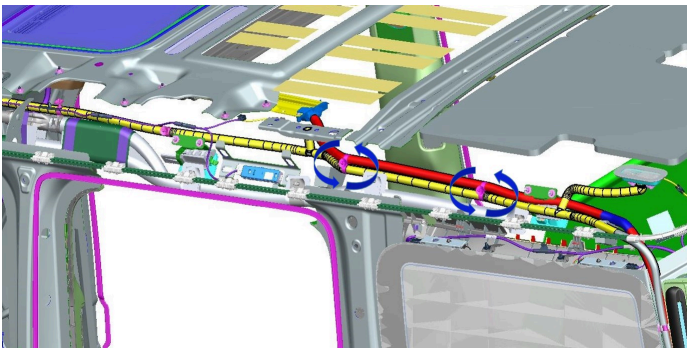
- Adjust the sliding sunroof frame position relative to the roof (height) in accordance with WIS document AR77.20-P-1100XG.

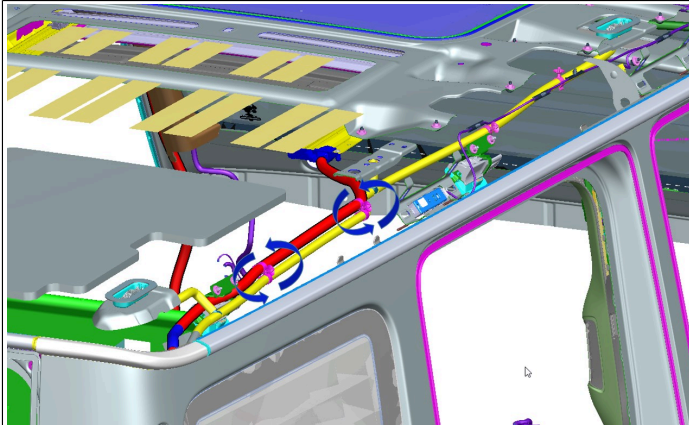
Re. cause 3:

- Replace the seal on the tilting/sliding roof (A2057800098).

The vehicles affected are those with a production date up to 17.09.2025 and a chassis number up to W1N465.###.#X065180.

If a vehicle still has a leakage in the sliding sunroof after this Clean point, please create a TIPS case.

Attachments	
File	Description
Picture 2 - Swap hoses left vehicle side.JPG 	Picture 2 - Rework instruction for left side
Picture 3 - Swap hoses right vehicle side.JPG 	Picture 3 - Rework instruction for right side



[Video 1 - Rework instruction swap hoses.mp4](#)

Video 1 - Rework instruction swap hoses

[Rain+test-Before+adjustment.mp4](#)

Video 2 - Raintest before adjustment

[Rain+test-Afer+adjustment.mp4](#)

Video 3 - Raintest after adjustment

WIS-References

Document number	Title	Note
AR68.30-P-4300XG	Remove/install headliner	Preparatory measures
AR77.20-P-1100XG	Adjust tilting/sliding roof panel	Remedy for cause 2

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 > Body/Cab > Body sealing > Water entry

Body > Roof system > Tilting/sliding sunroof system > Leaks

Parts

Part number	ES1	ES2	Designation	Quantity	Note	EPC
A2057800098			Sliding roof seal	1	Remedy 3	X

Operation numbers/damage codes

Op. no.	Operation text	Time	Damage code	Note
		H	78151	Faulty setting of tilting/sliding roof
		H	7810204	Seal on tilting/sliding roof leaking

XENTRY Tips

		H	78A04**	Incorrect routing of left rear water drain hose
		H	78N04**	Incorrect routing of right rear water drain hose