

Panoramic Sliding Sunroof Reverses During Closing Without Obstruction – No Anti-Pinch Event Triggered

Topic number	LI77.21-P-075806
Version	7
Function group	77.21 - Panoramic roof
Date	4/20/26
Validity	BR296 with SA code 413 (panoramic roof), produced up to 03/08/2023; BR294 without world manufacturer code LE4, with SA code 413 (panoramic roof), produced up to 03/09/2023; BR294 with world manufacturer code LE4, with SA code 413 (panoramic roof), produced up to 02/01/2023
Reason for change	Retrofitting the vehicles in question to meet Cleanpoint level status.

Complaint

The sliding sunroof glass panel of the panoramic roof reverses during the closing process, either once or multiple times, without an entrapment (anti-pinch) event being detected.

The concern may occur temporarily or repeatedly during normal closing operation.

Cause

The automatic reversing function of the panoramic roof is overly sensitive due to parameterization in combination with seal counter-pressure.

This condition can cause the roof to reverse even though no obstruction is present.

Remedy

Retrofit the vehicle to meet Cleanpoint status

“Panoramic sliding sunroof glass panel reverses during closing without a pinch event.”

The retrofit includes:

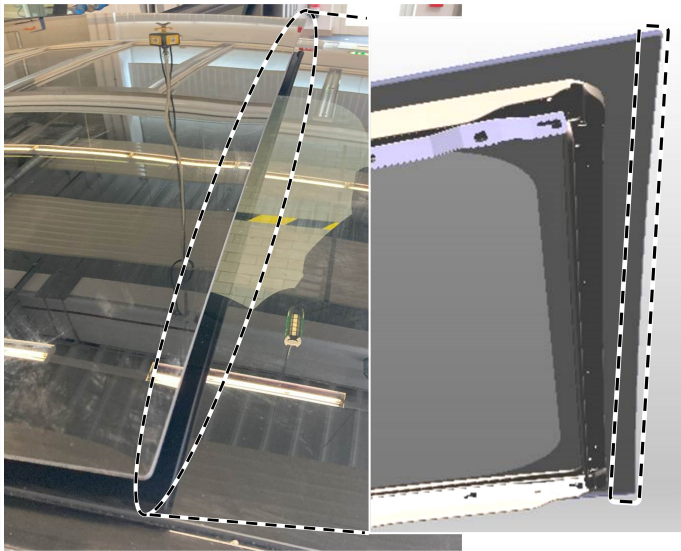
- Hardware modification (installation of a cover rail / EPDM lip)
- Corresponding software update for the panoramic roof control unit

The prescribed retrofit steps must be performed in the specified sequence as outlined in this document.

1) Retrofit the EPDM lip onto the rear edge of the panoramic sliding roof panel:

- Clean the underside of the rear edge of the sliding sunroof panel (marking, Figure 1) (e.g., isopropanol).
- Subsequently install the cover rail on the underside of the sliding sunroof panel (Figure 2).

- Distance from the cover rail to the rear edge of the sliding sunroof panel A = 5 mm
 - Distance from the cover rail to the right and left edges of the sliding sunroof panel B = 9 mm
 - Apply firm pressure by hand along the entire bonding surface of the COVER RAIL
 - The wider flange at the ends of the cover rail (see Figure 3) must point in the direction of travel
- 2) Submit an XSS Ticket with the following requests to add SA code O75 to the Vehicle Data Card
- Enter code "O75" (Oscar 75) in Vehicle Documentation System (Vedok):
 - Add the following AO text to KG 78: AO code O75 added as specified in LI77.21-P-075806 (Version 7).
- 3) Install new software from the panoramic roof control unit (TSSR296, A98, PSD) and teach in the anti-pinch protection again:
- Connect XENTRY Diagnosis.
 - always use the current XENTRY Diagnosis software release with all available add-ons.
 - Strict compliance with the operation steps in XENTRY Diagnosis is absolutely essential!
 - Ensure adequate power supply to the vehicle's on-board electrical system battery (greater than 12.5 V) using a battery charger.
 - Commission the panoramic roof control unit
 - To do this, select "A98 – control module 'panoramic sliding sunroof' → adaptation → commissioning → Commission the control unit."
 - Then follow user guidance in XENTRY Diagnosis.
 - Disconnect XENTRY Diagnosis.

Attachments	
File	Description
Abbildung 1.jpg 	Clean the underside of the rear edge of the sliding sunroof panel at the marking (e.g., with isopropyl alcohol).
Abbildung 2.jpg 	Subsequently install the cover rail on the underside of the sliding sunroof panel.

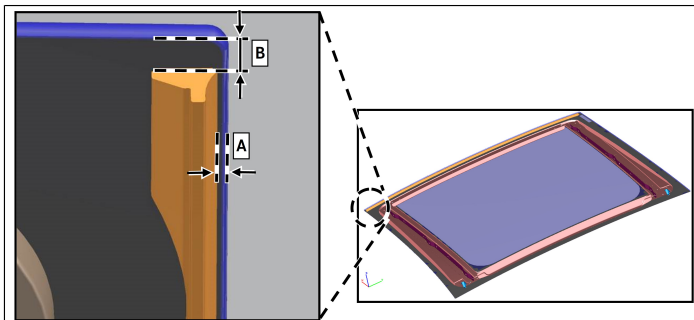


Abbildung 3.jpg



The wider flange at the ends of the cover rail must be oriented in the direction of travel.

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

Parts

Part number	ES1	ES2	Designation	Quantity	Note	EPC
A 294 782 06 00			cover rail (model 294)	1		X
A 296 782 17 00			cover rail (model 296)	1		X

Operation numbers/damage codes

Op. no.	Operation text	Time	Damage code	Note
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XENTRY Tips

	Bond the cover rail, including cleaning	5.0 AW	8201DGR	
540650	Maintain on-board electrical system voltage (for testing and diagnostic work)	1.0 AW	8201DGR	Work must only be invoiced once per workshop order.
540991	Program and code control unit (maintain after quick test incl. on-board electrical system voltage)	2.0 AW	8201DGR	
776901	Standardize panoramic sliding sunroof and teach in automatic reversing function	2.0 AW	8201DGR	