

Panoramic Sliding Sunroof Inoperative in Automatic Mode Due to Loss of Normalization

Topic number	LI77.21-P-080503
Version	1
Function group	77.21 - Panoramic roof
Date	4/23/26
Validity	Model series 254 with SA code 413 (Panoramic roof)
Reason for change	

Complaint

The panoramic sliding sunroof operates in a stepped movement.

The panoramic roof becomes denormalized without an apparent reason (not directly after control unit replacement).

Automatic operation of the glass panel and roller sunblind is not possible; only tip-mode operation is available.

Cause

Resetting the panoramic roof control unit (PSD – A98 / TSSR254) can lead to loss of normalization.

The root cause for the control unit reset is currently under investigation.

Remedy

Contribution to cause analysis:

- Print the attached document “Panoramic Roof Customer Questionnaire.”
- Complete the questionnaire together with the customer.
- Open a TIPS case and attach the completed questionnaire.
- Submit the TIPS case to the Body / Chassis / Entertainment inbox.

Repair:

Perform Initial Start-Up of the panoramic roof control unit (PSD – A98 / TSSR254).

Attachments	
File	Description
Panoramic Roof Customer Questionnaire.docx	Please assist the client with completion of the diagnostic worksheet

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
Body > Roof system > Tilting/sliding sunroof system > Does not open
Body > Roof system > Tilting/sliding sunroof system > Stiff/sluggish

Control unit/fault code	
Control unit	Fault text
A98 - Control module 'Panoramic sliding roof' (PSD) (TSSR254)	<p>B1E7555 - The roof roller sun blind has a malfunction. The component is not configured.</p> <p>B1E7554 - The roof roller sun blind has a malfunction. Calibration is missing.</p> <p>B184955 - The actuator motor 'Roof system' has a malfunction. The component is not configured.</p> <p>B184954 - The actuator motor 'Roof system' has a malfunction. Calibration is missing.</p>

Operation numbers/damage codes				
Op. no.	Operation text	Time	Damage code	Note
023952	Operations: fill out analysis sheet for:..... ..	2.0 AW	8201DT8	Fill out the "Panoramic Roof Customer Questionnaire" document together with the customer.
540650	Maintain on-board electrical system voltage (for testing and diagnostic work)	1.0 AW	8201DT8	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	8201DT8	
541011	Perform quick test	3.0 AW	8201DT8	Work must only be invoiced once per workshop order.
776901	Standardize panoramic sliding sunroof and teach in automatic reversing function (after quick test)	1.0 AW	8201DT8	