

## STAR ONLINE PUBLICATION

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**Case Number:** S2023000034

**Release Date:** 07/03/2020

**Symptom/Vehicle Issue:** Front Floor Wet. Water Leak From A Pillar Area

**Discussion:** As part of water leak testing, perform a visual inspection of seam sealer locations in the front bulkhead area (fig 1). Inspect the vertical and wiper cowl seams. Note the sealer is applied on inside of cabin and under hood area- inspect both.



Fig 1 Front Bulkhead

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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Inspect for missing sealer, skips, voids and air pockets (Fig 2). If found, use a seam sealer such as Kent Products Hitech clear p10200 or equivalent to seal the area. Follow products application and curing directions. Sealer can be applied with an applicator brush or popsicle stick (Fig 3 and 4).



Fig 2 Sealer void



Fig 3 Repaired Seam

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Fig 4 Cabin interior side of seams

**Verification:** Use open hose flow or a shower head to arc water on to the vehicle to test repaired areas. Allow water to flow on suspect area for minimum 10 minutes.

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