

STAR ONLINE PUBLICATION

Case Number: S2023000037

Release Date: 08/17/2020

Symptom/Vehicle Issue: Wind Whistle Noise From Dash A Pillar Area While Driving

Discussion: Customer may complain of a light whistle or rushing wind noise from the drivers A pillar or dash board area near the windshield when driving above 30 mph. Use of a mechanics stethoscope, chassis ear, or a section of heater hose held to your ear will help confirm area of noise. It may help to have an assistant drive while duplicating and isolating. Remove the A-Pillar and dash speaker trim and listen with a chassis ear or stethoscope below the speaker area. Change from fresh air to recirculation. Recirculation HVAC mode will increase airflow through voids and may help isolate the noise easier. If the noise is loudest in this area, inspect the sealer shown in the 3 areas below. A mechanic borescope may help view the area. If sealer has voids, use butyl or seam sealer to repair the air leak path. The opening for the speaker is small and butyl may be easier to control when applying by hand.

NOTE>> Images below have the dash removed for clarity. Dash does not need to be removed to seal the areas.

NOTE>> Please note the area of leak and reference this star online number in your tech notes to aid in root cause analysis.

Sealers: Kent Products Hightech clear sealer p10200 or equivalent
Mopar Butyl 04076274AB or equivalent

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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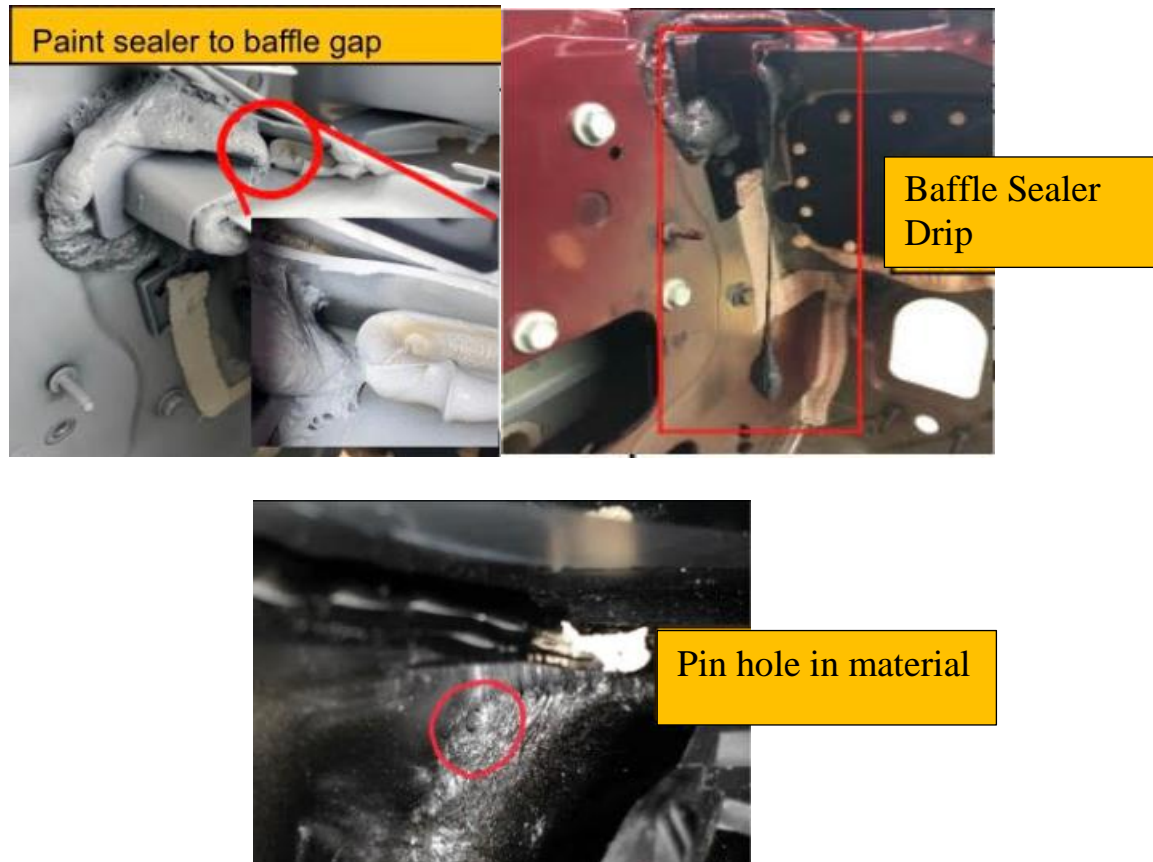


Figure above shows dash cowl area at base of windshield A-pillar

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Example of a void in sealer viewed with A Pillar trim removed

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