



## STAR ONLINE PUBLICATION



**Case Number:** S2123000079

**Release Date:** November 2021

**Symptom/Vehicle Issue:** Wind Noise And Or Water Leak From Door Seal Area

### Discussion:

1. Prior to replacing any seals or weather strips, perform a vehicle walk around to verify door fits (gap and flush). Refer to service information 23 - Body / Body Structure / Gap and Flush / Specifications. Use of a non-marring gap gage set such as 2022300230 will protect the paint from any damage while measuring.



2. If door fit correct, visually verify the seal has no distortions, indents or deformations. If the seal exhibits any tears, indents or deformation from debris or improper adjustment- replace that seal.
3. Verify the seal is installed fully and correctly. Push pins should be connected and seated to the door frame channel. Lastly make sure the door check strap on the inside of the vehicle is not trapped in between the body cavity and door.

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**