



STAR ONLINE PUBLICATION



Case Number: S2123000065

Release Date: August 2021

Symptom/Vehicle Issue: Water Leaking From A Pillar Area

Customer Complaint/Technician Observation: Floor may be damp, water may be found on or in a pillar trim.

Discussion: Inspect upper corners of windshield on the affected side. Remove the A pillar trim. Refer to Service Information: 23 - Body / Interior / PANEL, A-Pillar Trim / Removal and Installation. Perform a bubble leak test with soapy water and a regulated air source. Apply soapy water onto the upper corner of the windshield (fig 1) from the outside (use a helper if necessary). Use a rubber safety tip air nozzle with regulated shop air directed at the interior side of the upper corner(s). If bubbles are seen this indicates a leak path. Dry the windshield test areas. Carefully remove the window lace molding. Apply seam sealer such as Kent Products P10200 High Tech Clear to the area indicated with the water leak. Follow the application and curing instructions provided by sealer manufacture.

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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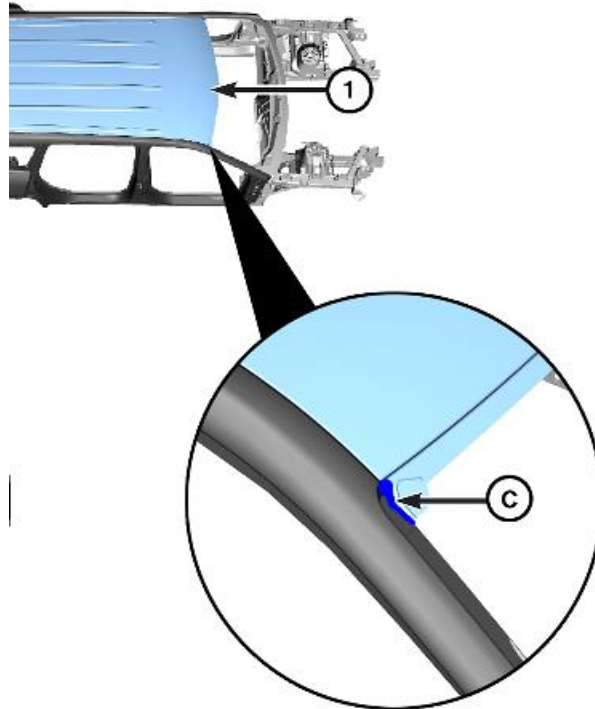


Fig 1 Upper corner of windshield.

Item C indicates factory applied sealer where additional seam sealer will be needed if testing shows a leak path (bubble test)

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