Case Number: S2123000018

Release Date: 03/19/2021

Symptom/Vehicle Issue: Wind Noise From Driver Side Windshield Cowl Area

Customer Complaint/Technician Observation: Howl, whistle wind noise from in front of the driver position at dash height.

Discussion: Use a stethoscope or a piece of heater hose held to your ear with an assistant driving to help isolate the area of noise. If the noise is from the heads up display (HUD) or vin plate area access and inspect the cowl for missing mastic patch or a clip not fully inserted and or sealed (fig 1).
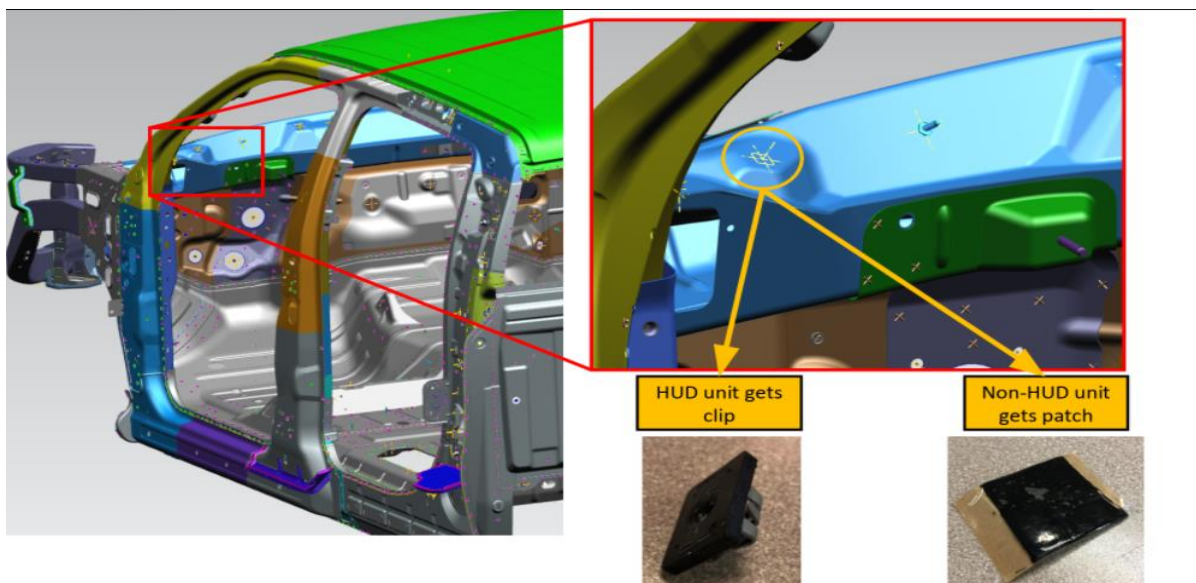

HUD unit gets clip

Non-HUD unit gets patch

Fig 1

Contact STAR Center, or your Technical Assistance Center Via TechCONNECT or eCONTACT ticket if no solution is found

To access the cowl area shown in Fig 1 Refer to 23 - Body/Instrument Panel/COVER, Instrument Panel/Removal and Installation). If equipped with the Heads Up Display additionally remove the HUD unit. Inspect the hole in the cowl openings for missing or not adhered tape (non HUD models) or HUD retaining clips not snapped in. If tape is missing- 05019054AA- thin mylar maybe used.

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