



STAR ONLINE PUBLICATION



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Symptom/Vehicle Issue: Carpet Wet And Or Water Sloshing Sound From Floor Area.

Customer Complaint/Technician Observation: Floor of vehicle may be damp following a severe rain event where road puddling and even flooding may be possible. Water sloshing sounds may also be present under acceleration, braking and turning from water in the floor pan.

Discussion: In diagnosing water leaks typically we typically focus on the top side of the vehicle. However, if no leaks are found from the top side of the vehicle, the leak could be from a floor pan seam. A clue the leak may be from the floor is the water color or condition. Leaks that come from above the floor (rain fall, snow melt ect.) will be clear water. Water from the road is typically dirty or contains debris like sand or dirt. However, if the area being inspected is a foot area, it is possible dirt could be tracked in onto the carpet and not related to the leak. If dirty water is found in what should be a clean area such as the transmission tunnel or rear cargo area or under seats the seams in those areas should be inspected and tested. Methods of testing can include using a rubber tipped safety air nozzle to apply regulated air pressure (5-10 psi) on one side of the panel and soapy water or glass cleaner applied to the opposite side to “bubble test” the seam. An ultrasonic leak detector is also an acceptable testing method. Wet carpet and interior items will need to be removed, dried, cleaned, and evaluated if they should be replaced. Reference Service Library Group 31 Collision Information, Locations, Structural Adhesive, Flexible Adhesives and Seam Sealer Locations for visual locations of seams to aid in diagnosis.

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, eCONTACT or Service Library entry if no solution is found.