



STAR ONLINE PUBLICATION



Case Number: S2323000068

Release Date: August 2023

Symptom/Vehicle Issue: Water Leak In Cargo Area.

Customer Complaint/Technician Observation: After a rain event the rear of the vehicle may have dampness or water.

Discussion: Inspect the rear lower D pillar area of the vehicle for possible gaps or holes in foam sealant (Fig 1). Refer to Service Library Service Information 13 - Frame and Bumpers / Bumpers / FASCIA, Rear / Removal and Installation. If any issues are found with the foam sealant, install sealing tape 55634097AB over the area. Use isopropyl alcohol (rubbing alcohol) to remove any dirt oils from the body surface prior to application.

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.



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Add patch 55364097AB over each of the 19 mm hole

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