



## STAR ONLINE PUBLICATION



**Case Number:** S2423000019 Rev. A.

**Release Date:** May 2024

**Symptom/Vehicle Issue:** Water Leaking Into Interior At D-Pillar Or Liftgate.

**Customer Complaint/Technician Observation:** Water may be leaking in at one or both rear pillars at the lift gate area.

**Discussion:** This document covers 2 possible leak paths for water intrusion at the D-Pillar area. Read the entire document prior to repair.

1. Liftgate wiring grommet. Inspect the wiring pass through grommet for the liftgate. A grommet that is not fully seated can cause a water leak into the interior or into the liftgate. The base of the grommet clips and seats on both the liftgate and body side. Use finger pressure at each of the red indicated areas to firmly snap the grommet into place. See the below figure for a visual aid.

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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To inspect for proper seating of the grommet push down on the four (4) highlighted areas

It works best pushing down using both hands at the same time

Top of Grommet



Underside of Grommet

If any of the clips are not seated, you will hear/feel a click



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2. Roof Ditch. The roof and body side aperture meet at a seam called a roof ditch. The ditch is covered by a roof rail which may require removal for leak testing and or repair. Using a hose or car wash, apply water to the ditch area and inspect for a leak into the vehicle. Isolate the area and determine if the roof rails will need to be removed to perform a repair. When a sealer void is found, clear seam sealer such as Kent Products p10200 can be used to correct the issue. Follow application instructions on the sealer. Once cured, perform another bubble check to confirm the leak is resolved.

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