



## STAR ONLINE PUBLICATION



**Case Number:** S2523000029

**Release Date:** April 2025

**Symptom/Vehicle Issue:** Front Footwell Wet. Water On Floor At A Pillar. Front Carpet Wet.

**Customer Complaint/Technician Observation:** After a car wash or rain event, front floor area is wet. Technician may find water coming from A-Pillar area.

**Discussion:** The following tools and equipment will aid in performing the repair.

Pumpable sealer- such as Kent Products P10200 or equivalent.

Borescope

Flashlight

Refer to the images on page 2 for location views.

1. Remove trim panel to gain access to hinge pillar metal. Refer to Service Library 23 - Body / Interior / PANELS / Removal and Installation cowl trim panel.
2. Use a borescope inserted in cavity, to provide visual during repair work and to confirm completion of repair. (using flashlight is also possible)
3. Apply pumpable sealer to lower outboard corner of baffle.
4. Brush sealer into corner.
5. Allow to cure at least one hour before water test.
6. Validate repair is successful by spraying water on exterior of vehicle at outboard corner of windshield. Confirm no water entering metal cavity. If water is still seen, first dry the area. Then apply additional sealer where leak is occurring.

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.**



## STAR ONLINE PUBLICATION

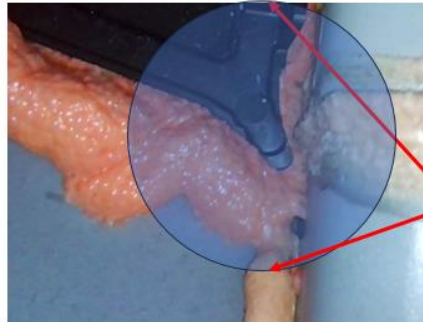
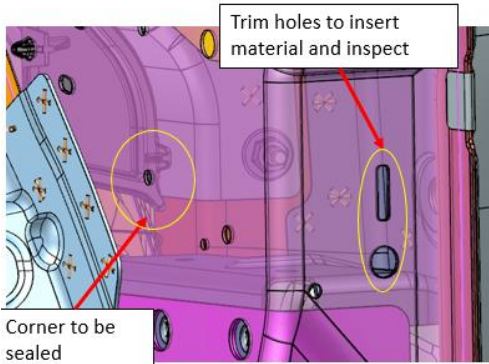
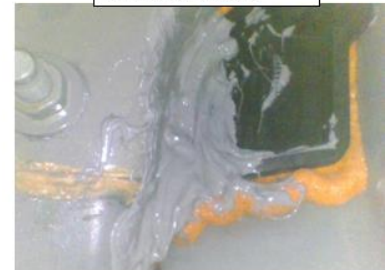


### Procedure:

- Remove trim panel to gain access to hinge pillar metal
- Apply pumpable sealer to lower outboard corner of baffle
  - See next slide for list of approved materials.
- Brush sealer into corner
- Use a borescope inserted in cavity, to provide visual during repair work and to confirm completion of repair. (using flashlight is also possible)
- Allow to cure at least one hour before water test
- Validate repair by spraying water on exterior of vehicle at outboard corner of windshield. Confirm no water entering metal cavity. If water is still seen, apply additional sealer where leak is occurring.



RH and LH repairs



Cover entire corner, insuring overlap of:  
Black nylon  
Orange baffle material  
White sealer  
Sheet metal

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.**