



## STAR ONLINE PUBLICATION

---

**Case Number:** S1823000053

**Release Date:** 02/14/2020

**Symptom/Vehicle Issue:** Water Leak On Floor Near A Pillar

### Discussion:

See the below for a possible leak path that could allow water to leak down the a-pillar and cause damp floor. Water leak testing should include verifying the leak by using a showerhead or open hose applied to the roof and allowing the water to naturally cascade and shed off the vehicle. Use of spray nozzles and high pressure is not recommended as this method may force water into areas and create false leaks.

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 or eCONTACT ticket if no solution is found**

## STAR ONLINE PUBLICATION



Fig 1

View of a pillar from inside the vehicle with trim kick panel removed. Inspect in the wire pass through for water pooling. If water is found, continue to next step.

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 or eCONTACT ticket if no solution is found**

## STAR ONLINE PUBLICATION



Fig 2

**Area of possible leak. Right A Pillar with fender removed for accessibility**

Fig 2- Hole in sealer allowing water to enter body. Reseal the area using a seam sealer such as Kent Products High-tech clear seam sealer p10200 or equivalent. Follow sealer manufacture's application and cure instructions.

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 or eCONTACT ticket if no solution is found**



## **STAR ONLINE PUBLICATION**

---

**Verification:** Water leak test by using a garden hose with open flow (no nozzle) applied to the upper windshield/roof. Allow the water to cascade down and shed off the vehicle. Monitor the interior using a bright flashlight and inspect the pillar area (de trim as needed).

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 or eCONTACT ticket if no solution is found**