



STAR ONLINE PUBLICATION

Case Number: S2023000021

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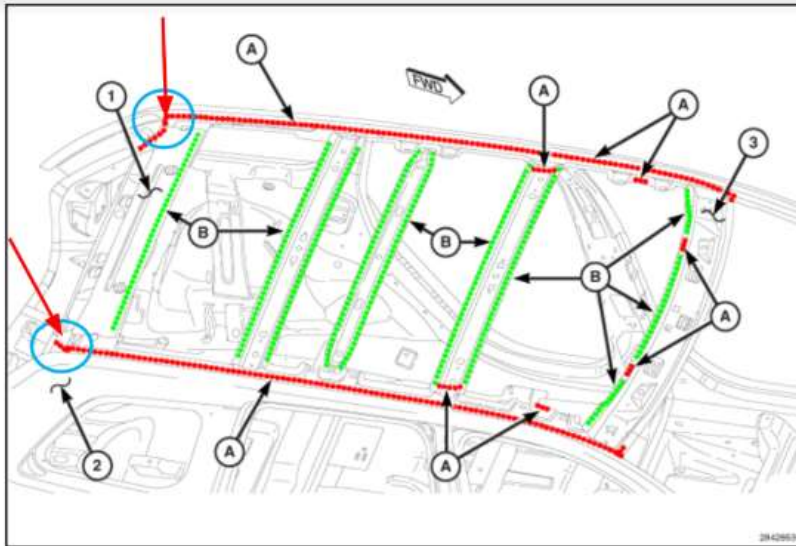
Symptom/Vehicle Issue: Water Leak At Rear Lift Gate D Pillar.

Discussion: Inspect the upper corner of the d pillar in the area of the roof ditch. De trim the corner as needed and perform a water leak test if a leak path is not visible. Can also use soapy water on the exterior of the surface and using a blow gun on the interior side point air at the area to see if bubbles form on the joint shown below. If a pin hole or leak path is found, the area can be sealed using clear seam sealer such as Kent Products p10200 High-Tech clear seam sealer or equivalent. Follow the application and cure instructions on the sealer. Smooth the sealer with gloved finger, brush, applicator stick ect. See the below figure for details of where to inspect and repair.

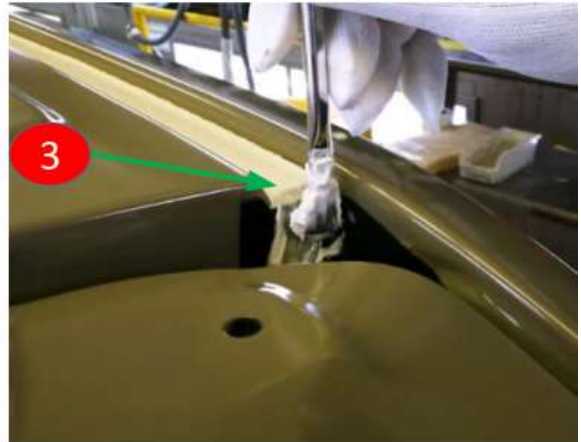
This document does not authorize warranty repairs. This communication documents a record of past experiences. STAR Online does not provide any conclusions about what is wrong with the vehicle. Rather, it captures all previous cases known that appear to be similar or related to the vehicle symptom / condition. 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

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1. Critical points are identified with blue circle and red arrow in the image you provided.
2. Aerial view of the rear roof ditch – circled in green is the area where a potential void will be observed. Mostly due to patch not seated or air pockets pushed through patch, causing a pin hole condition.
3. Roof ditch area where sealer is applied to seal any void that could potentially lead to water leak.



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