

| Condition                                                  | Possible Sources                                                    | Actions                                                                                                                                                                                 |
|------------------------------------------------------------|---------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                            | Belt line seal does not contact the glass                           | ADJUST the door glass.                                                                                                                                                                  |
|                                                            | No contact with the glass runs at both ends of the belt line seal   | ADJUST the belt line seal or ADD foam at the seal ends.                                                                                                                                 |
|                                                            | Belt line seal damaged                                              | INSTALL a new seal.                                                                                                                                                                     |
| Draft/wind noise at inner door handle/speaker opening      | Hole in the weathershield                                           | SEAL hole with suitable tape.                                                                                                                                                           |
|                                                            | Weathershield misaligned                                            | REALIGN the weathershield. INSTALL a new weathershield if the pressure sensitive adhesive fails.                                                                                        |
|                                                            | Exterior door handle seal misaligned/damaged                        | REALIGN or INSTALL a new seal as necessary.                                                                                                                                             |
|                                                            | Speaker or speaker seal missing or damaged                          | REPAIR the speaker seal or INSTALL a new door speaker.                                                                                                                                  |
| Draft/wind noise and water leaks at floor pan and grommets | Missing or damaged plugs/grommets                                   | CHECK plugs/grommets for correct installation or damage. INSTALL new plugs/grommets if necessary.                                                                                       |
| Road noise                                                 | Missing mastic insulators                                           | CHECK for missing mastic insulators.                                                                                                                                                    |
|                                                            | Missing body insulators                                             | CHECK for missing body insulators.                                                                                                                                                      |
| Rattles in body/doors and instrument panel                 | Loose wires/cables                                                  | CHECK that all wires/cables are correctly routed and inserted in correct retainers.                                                                                                     |
|                                                            | Loose objects/components in door wells, pillars quarter trim panels | CHECK the doors by carefully striking underside of the doors with a rubber mallet while listening for rattles in the doors and the pillars. REMOVE or TIGHTEN loose objects/components. |
|                                                            | Buzz from the instrument panel components                           | IDENTIFY which components of the instrument panel are buzzing. SECURE/FASTEN components as necessary, ADD foam or felt as needed if rattle persists.                                    |
| Door drain holes collecting water                          | Holes clogged with mud or road tar                                  | CLEAN the drain holes of foreign material with a punch or screwdriver. CHECK the drain holes regularly.                                                                                 |
| Wind noise from exterior rear view mirror                  | Exterior mirror housing misaligned                                  | REALIGN with edges shingled to airflow, with no gaps.                                                                                                                                   |
|                                                            | Mirror sail gasket folded/misaligned                                | REINSTALL with gasket unfolded and aligned correctly.                                                                                                                                   |
|                                                            | Mirror housing trim cap installed incorrectly                       | REINSTALL with edges shingled to airflow.                                                                                                                                               |
|                                                            | Inner sail trim installed incorrectly                               | REINSTALL the sail trim. ADJUST the door trim.                                                                                                                                          |
|                                                            | Inner sail gasket/barrier installed incorrectly                     | REINSTALL the trim cover with gasket/barrier aligned correctly.                                                                                                                         |
|                                                            | Air path through wiring bundle/fastener access holes                | BLOCK the air path(s) with foam/tape.                                                                                                                                                   |
|                                                            | Exposed fastener access hole on mirror housing/sail                 | INSTALL a new cap if missing.                                                                                                                                                           |

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|-------------------------------------------------------------------------------|--------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                               | Mirror housing trim cap under-flush to the housing causing whistle | INSTALL a new exterior mirror.<br>REFER to: Exterior Mirror (501-09 Rear View Mirrors, Removal and Installation).                                                                               |
| Rattle/vibration from exterior rear view mirror                               | Mirror mounting nuts loose                                         | TIGHTEN the mirror mounting nuts<br>REFER to: Exterior Mirror (501-09 Rear View Mirrors, Removal and Installation).                                                                             |
|                                                                               | Aftermarket air deflector/stone shields                            | If possible, REMOVE the aftermarket air deflector/stone shield, then ROAD TEST vehicle. If the concern is no longer present, ADVISE the customer the aftermarket component was causing concern. |
| Draft/wind noise and water leak around perimeter of all fixed glass           | Air traveling up windshield molding along the A-pillar             | INSTALL foam rope full length of the A-pillar.                                                                                                                                                  |
|                                                                               | Gaps in the sealant bead of windshield/rear glass                  | Install new windshield/rear glass.<br>REFER to: Fixed Glass (501-11 Glass, Frames and Mechanisms, General Procedures).                                                                          |
|                                                                               | Windshield/rear glass misaligned or not installed correctly        | Install new windshield/rear glass.<br>REFER to: Fixed Glass (501-11 Glass, Frames and Mechanisms, General Procedures).                                                                          |
|                                                                               | Rear hood seal at base of windshield misaligned/damaged            | REALIGN or INSTALL a new seal as necessary.                                                                                                                                                     |
|                                                                               | High mounted stoplamp                                              | CHECK the high mounted stoplamp seal. REPAIR or INSTALL as necessary.                                                                                                                           |
|                                                                               | A-pillar applique along windshield lifting                         | INSPECT the attachment clips for damage and REINSTALL part. INSTALL new part as necessary.                                                                                                      |
| Draft/wind noise and water leak around liftgate/luggage compartment perimeter | Loose fit seal                                                     | PINCH seal carrier to improve retention on seal flange or INSERT foam in carrier.                                                                                                               |
|                                                                               | Seal misaligned or installed incorrectly                           | REINSTALL seal.                                                                                                                                                                                 |
|                                                                               | Liftgate/luggage compartment misaligned                            | REALIGN the liftgate. CHECK the liftgate fit in body opening and ADJUST as necessary.<br>REFER to: Liftgate Alignment (501-03 Body Closures, General Procedures).                               |
|                                                                               | Scuff plate misaligned                                             | REINSTALL the scuff plate.                                                                                                                                                                      |
|                                                                               | Seal or seal pushpins damaged                                      | INSTALL a new seal or pushpins.                                                                                                                                                                 |
| Draft/water leak or noise from roof opening panel                             | Roof opening panel/components                                      | Refer to the Symptom Chart: NVH for diagnosis.<br>REFER to: Roof Opening Panel (501-17 Roof Opening Panel, Diagnosis and Testing).                                                              |
| Wind noise created by airflow over or behind body panels                      | Fender splash shield misaligned                                    | REALIGN the fender splash shield.                                                                                                                                                               |
|                                                                               | Body panel misaligned (exposed edge)                               | REALIGN the appropriate body panel.                                                                                                                                                             |
|                                                                               | Hood misaligned (front margin)                                     | CHECK the hood gaps and fit. ADJUST the hood as necessary.<br>REFER to: Hood Alignment (501-03 Body Closures, General Procedures).                                                              |
|                                                                               | Front grille edge noise                                            | APPLY foam in hollow areas behind louvers.                                                                                                                                                      |
| Wind noise created by grille opening panel                                    | Grille fit to the leading edge on hood                             | If possible, ADJUST the grille opening panel forward to eliminate wind noise.                                                                                                                   |
|                                                                               | Sharp edges due to material imperfections                          | REMOVE the sharp edges (no visible surface damage).                                                                                                                                             |
| Wind noise from air extractor (body vent)                                     | Air extractor housing seated incorrectly                           | REINSTALL the air extractor housing.                                                                                                                                                            |

| Condition                                                | Possible Sources                                   | Actions                                                                                                                                                                                                                                                                        |
|----------------------------------------------------------|----------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                          | Air extractor housing or flaps damaged             | INSTALL a new air extractor.                                                                                                                                                                                                                                                   |
| Wind noise from bug shield/exterior windshield sun visor | Turbulence created by location and shape           | DETERMINE if the component is an Original Equipment Manufacturer (OEM) part or aftermarket. If aftermarket, ADVISE the customer accordingly. If Original Equipment Manufacturer (OEM), VERIFY correctly installed. If the noise is abnormal REPAIR or INSTALL new as required. |
| Wind noise from cowl panel (leaf screen)                 | Leaf screen rubber lip not touching the windshield | REINSTALL the part. If the part still does not fit, CHECK for damaged attachment clips. INSTALL new part as necessary.                                                                                                                                                         |

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501-02 Front End Body Panels

Description and Operation