

STAR ONLINE PUBLICATION

Case Number: S2008000012

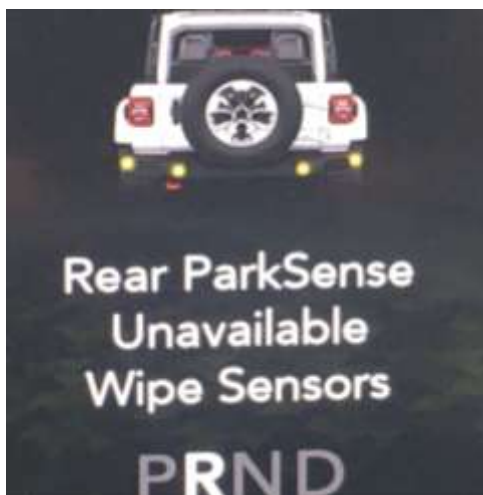
Release Date: 02/23/2020

Symptom/Vehicle Issue: Rear Park Assist Warning Chime, Rear Park Sense Unavailable Wipe Sensor Message While Backing Up No Object Present

Customer Complaint/ Technician Observation: Owner complains that the cluster displays a message Rear Park Sense Unavailable Wipe Sensor. Technician has observed the same concern.

Repair Procedure: Inspect the spare tire size mounted to the vehicle, make sure the tire size matches what the vehicle was built with. Aftermarket larger tires have been identified as a contributing factor to false Park-Sense warnings, remove and replace the tire as needed. Engineering is currently working on a software update for the Park Assist Module (PTS/PAM), the field will be notified when updates are available.

If the vehicle has the OEM tire size, remove the tire and test for the concern. If no warning message appears, re-secure the tire as needed to ensure no vibrations are falsely sensed while driving.



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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