



SIB 51 13 21

2021-11-16

RAIN LIGHT SENSOR REPAIR DURING WINDSHIELD REPLACEMENT

This Service Information Bulletin (Revision 1) replaces TRI B51 13 21 **dated June 2021**.

This bulletin is information only, no claim information intended.

What's New (Specific text highlighted):

- This Service Bulletin B51 13 21 replaces TRI B51 13 21. There is no content change.

MODEL

E-Series
All

SITUATION

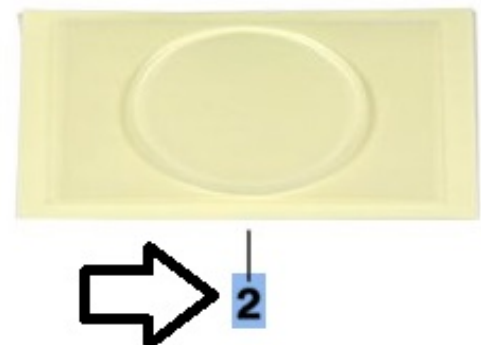
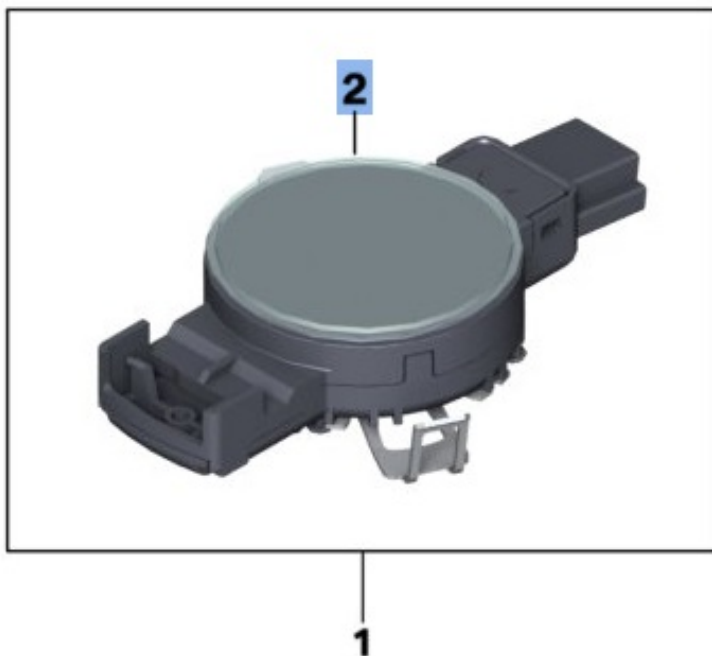
During replacement of a windshield, the gel pad of the rain light sensor becomes damaged.

INFORMATION

During replacement of a windshield, the rain light sensor needs to be transferred from the original to the replacement windshield. The sensor's gel pad can become damaged, leading to functional issues related to the automatic wipers.

Care should be taken to follow ISTA/AIR repair instructions for careful removal of the rain light sensor without damaging the gel pad. The wait time outlined in repair instructions must be followed to allow time for the gel pad to relax for removal.

If, even after following repair instructions, the gel pad becomes damaged, many models allow for a replacement of the gel pad **ONLY**. Damage to the gel pad does **NOT** require a complete rain light sensor replacement for vehicles which have the gel pad available independently of the rain light sensor. For applicable vehicles, the gel pad (item 2 below) can be found in ETK/AIR.



For windshields that are replaced under warranty, complete rain light sensor replacement for a damaged gel pad will no longer be accepted if the gel pad repair kit is available.

QUESTIONS REGARDING THIS BULLETIN

Technical inquiries	Submit feedback at the top of this bulletin
Warranty inquiries	Submit an IDS ticket to the Warranty Department or use the chat available in the Warranty Documentation Portal
Parts inquiries	Submit an IDS ticket to the Parts Department