



STAR ONLINE PUBLICATION



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Symptom/Vehicle Issue: Cluster Displays Blind Spot Alert Off Incompatible Trailer Message, Left Steering Wheel Switches Do Not Allow Update Or Change

Customer Complaint/Technician Observation: Owner complains after a recent service and connecting a trailer the above message appears and the left side steering wheel controls no longer allow any updates to the settings for a trailer selection. Technician has duplicated the concern.

Repair Procedure: The Left and Right Blind spot sensors require trailer detection capabilities. Review a current scan report for the vehicle and ensure the sensors match the year of the vehicle they were intended for. Example below scan report 68358104AE is for 2019 vehicles and will not detect a trailer on a 2020 vehicle. Currently 2020 vehicles require 68442393AE. Replace the blind spot sensors to resolve.



LBSS	Left Blind Spot Sensor	CAN-I	68358104AE	Left and Right use the same part	68358104AE
RBSS	Right Blind Spot Sensor	CAN-I	68442393AC		68442393AC

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