



STAR ONLINE PUBLICATION



Case Number: S2123000005

Release Date: 01/29/2021

Symptom/Vehicle Issue: Hands Free Sliding Door Sensors Blocked Wash Under Vehicle Message On Cluster

Customer Complaint/Technician Observation:

- Cluster message stating "Hands Free Sliding Door Sensors Blocked Wash Under Vehicle" will display.
- Cluster message will not clear even after sensors have been cleaned.
- Sliding door functionality is not compromised while message is displayed.

Discussion:

Confirm cluster message is present. Confirm that power sliding door hands free system is functional.

IF THE ABOVE IS TRUE, DO NOT REPLACE HANDS FREE ASSEMBLY (SENSOR, MODULE). Continue with the below steps to remove the message. Note: this does not eliminate the possibility of the message returning. A service action will announce a fix estimated late in the second quarter 2021.

Procedure:

In order to eliminate the cluster message, the hands free sensor system needs to be reset.

Reset the hands free system by pulling fuse F25 in the PDC.

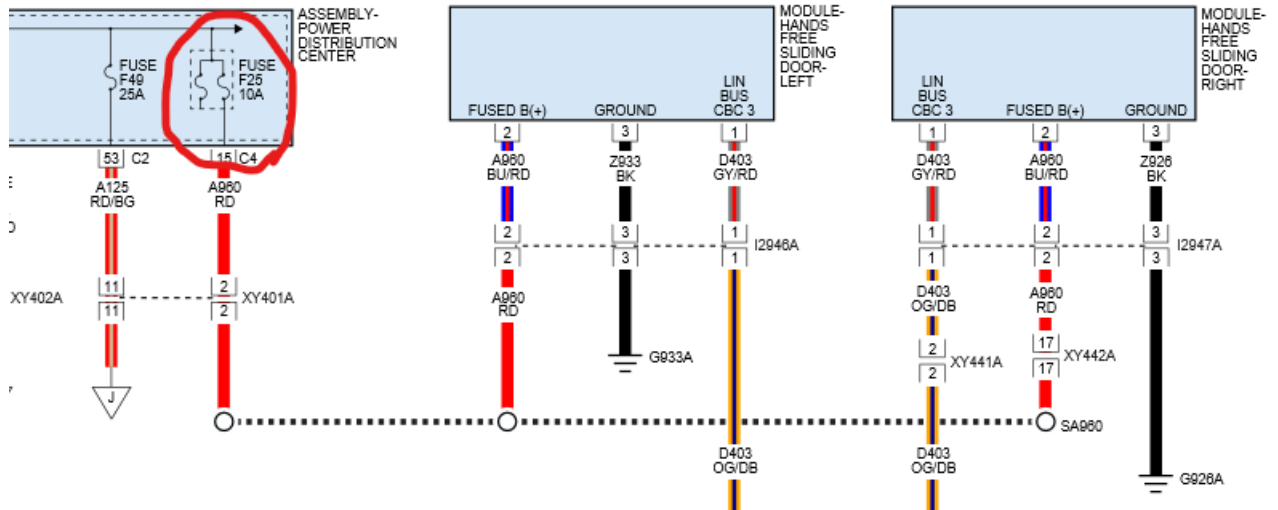
Reinsert the fuse and confirm the cluster message has been cleared.

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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