



STAR ONLINE PUBLICATION



Case Number: S2108000184 REV. A

Release Date: August 2021

Symptom/Vehicle Issue: Cluster Warnings To Service SOS System, Service Air Bag System, Blind Spot Unavailable, Or Park Sense Not Available Messages

Customer Complaint/Technician Observation: Owner complains of various service system messages and or cluster warning messages that appear on the cluster during vehicle start up. Examples: Service Air Bag System, Service SOS System, Blind Spot Unavailable, Park Sense Not Available. Technician observed the messages when the key was first turned on.

Repair Procedure: Inspect and confirm the cluster B+ feed(s) are present and are at the correct battery voltage. Poor connections or momentary loss of the B+ feed during an ignition start cycle will intermittently display all the clusters default messaging, example case PDC bent terminal Fig 1, 2, 3.



Fig 1

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



STAR ONLINE PUBLICATION



Fig 2

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



STAR ONLINE PUBLICATION

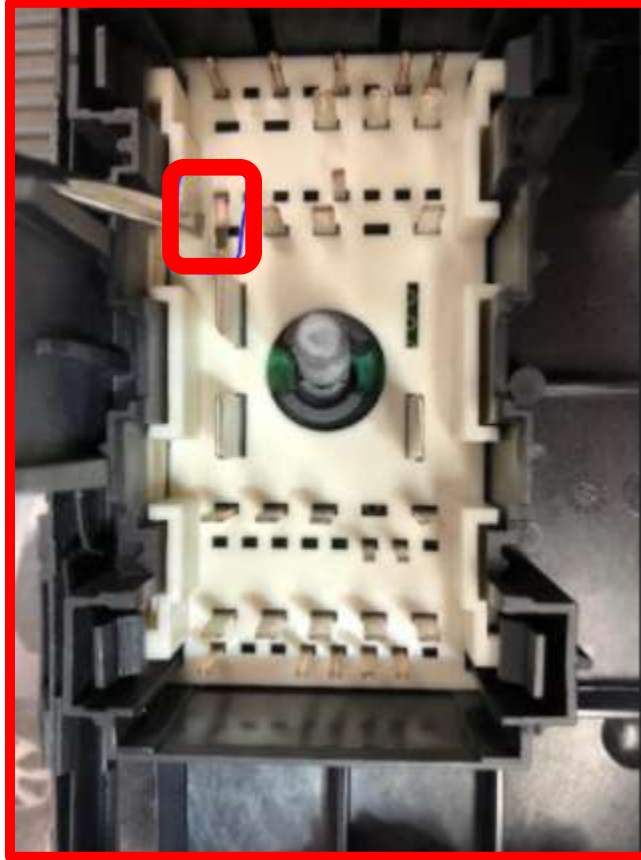


Fig 3

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