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Case Number: S1908000150 REV. A

Release Date: May 2021

Symptom/Vehicle Issue: Blind Spot Temporarily Unavailable Message Displayed On Cluster

Customer Complaint/ Technician Observation: Owner complains that at times the cluster displays a message “Blind Spot Temporarily Unavailable Wipe Rear Corner”. Technician confirmed with the owner that the area at the time of the occurrence was when traveling in very open area like a desert, large elevation drops, or mowed/harvested field.

Discussion:

Currently the system may respond to detected blockage if the vehicle is operated in areas with extremely low radar returns such as a desert or area is parallel to a large elevation drop, or a mowed/harvested field. If the blockage detected message appears in this circumstance, a “Blind Spot Temporarily Unavailable Wipe Rear Corner” message will display in the cluster and BOTH mirror lights will illuminate.

While the blockage conditions persistent, BSM and RCP alerts will not occur. The blocked condition is indicated by the continued illumination of both indicator LEDs and will automatically recover. If blockage was caused by the environment only, the system will recover as soon as the vehicle reaches a denser environment. If this is the case, the system is functioning normally and will not miss any BSD or RCP alerts.

Note: It is important to not mistake this complaint with other possible blind spot related concerns:

1. If the message “Blind Spot Temporarily Unavailable” Is occurring at ignition on without the additional text of “Wipe Rear Corners”, this is not blockage. DTCs should be checked and appropriate diagnostic tests followed to address them.
2. If only 1 LED is illuminating under certain conditions, this is also not a blockage. If the vehicle is a 2020 model year and equipped with wide-body package AYL, ensure RRT 20-035 has been performed.

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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Make sure no other obvious issues are present like rear fascia damage, loose fascia conditions, repair areas with excessive paint, or stickers applied over the sensors. If none of the above conditions exist, replacing the blind spot sensors with the newest part available may correct some of the intermittent concerns.

1. If the vehicle is equipped with 04672794AE or 04672794AF LBSS/RBSS, 04672862AB sensors may resolve the complaint.
2. Newly installed sensors should have a drive alignment completed before re-testing the problem area (see below)
3. Once the drive alignment is complete, re-drive complete area to determine if blockage concern persists.

New sensors will start the alignment procedure automatically and transparently to the customer. Alignment occurs between 30-60kph (18-37mph) and will update quickest in an urban environment with as many objects around as possible to reflect radar (metal objects). Alignment should complete in about 20 minutes of driving in this environment. The system will work normally prior to completing alignment, but its performance may be slightly degraded until complete.

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