



## STAR ONLINE PUBLICATION



**Case Number:** S2123000005 Rev B

**Release Date:** January 2022

**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:** If the above condition and message is present inspect the part number of the power sliding door hands free sensor modules. If AD level and prior- replace with AE or newer module. Refer to Service Library and STAR Parts catalog for most current repair and parts information.

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**