



## STAR ONLINE PUBLICATION



**Case Number:** S2508000033

**Release Date:** May 2025

**Symptom/Vehicle Issue:** The Instrument Panel Cluster (IPC) Displays “Wipe Sensor” Message

**Customer Complaint/Technician Observation:** The owner complains of the cluster message to wiper sensor, and per the owner the sensor appears clean. The technician may or may not be able to identify the complaint. Vehicle has not set any Diagnostic Trouble Codes (DTCs).

**Repair Procedure:**

**Service recommendation for a “Wipe Sensor” message no DTCs.**

**Perform a visual inspection of all sensors to ensure the correct positioning, no outside repairs or painting:**

**Note:**  
Silicone Ring = Decoupling Ring  
Retainer = Sensor Bracket

Correct Installation 😊

Membrane of Sensor  
Silicone Ring  
Retainer  
Bumper



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### Initial Action – Voltage and operational checks (If any irregularities, repair and re-check for “wipe sensor” message)

- a) System voltage checks
  - i) Park Assist Module (PAM) supply voltage between 9.6 - 16.6 volts.
  - ii) Vehicle system voltage is between 10.0 - 16.0 volts.
  - iii) Identify if any other obvious low voltage codes being set that may affect module voltage.
- b) DTC checks: follow Service Library (SL) diagnostic instructions if any active DTC are present.
- c) Read and record Vehicle Scan Report (VSR) including Environmental data for DTC
- d) Sensor distance readings: If sensor to sensor variation is present
  - i) Screenshot below shows the location in WiTech data to view sensor readings
  - ii) There is no specific good or bad value, the reading should be based on the distance of an object placed in front of the sensors, and adjacent sensors should have similar readings.
  - iii) Faulty sensors will typically show a frozen echo value that does not change based on an object in sight, and does not match other sensor readings.

**Note: For best setup, ensure nothing near the vehicle so it is clear to distinguish between when a good sensor reports the real distance of a nearby object, versus when a bad sensor reports an inaccurate distance.**

NAME	VALUE	UNIT	TYPE
Sensor #1 Direct Echo	0.0	inch	Sensors
Sensor #2 Direct Echo	0.0	inch	Sensors
Sensor #3 Direct Echo	0.0	inch	Sensors
Sensor #4 Direct Echo	0.0	inch	Sensors

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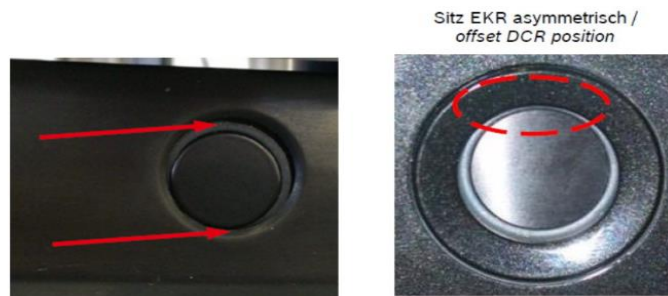
### A. Visual Inspection - Sensor Membrane Surface Damage

- i) Look for evidence of membrane damage and other deformations
- ii) If there is any physical damage, replace sensor [non-warrantable]
- iii) Ensure “Wipe Sensor” message is no longer present
- iv) If “Wipe Sensor” message is still present, continue to Step B



### B. Visual Inspection – Membrane Centering within the fascia

- i) Ensure the membrane is not offset, and is centered and concentric in hole
- ii) Membrane surface should be flush with bumper surface, not recessed or protruding
- iii) Inquiry with the owner if any outside service repairs or painting has been performed. If membrane needs to be re-centered.



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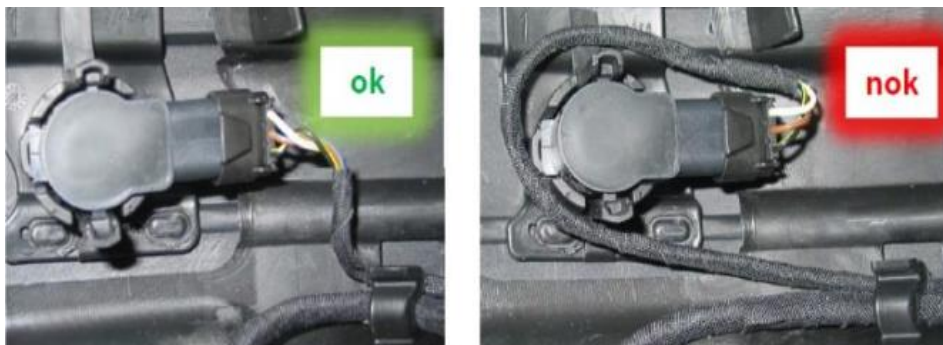
### C. Visual Inspection for any previous service repairs – Sensor Bracket and Decoupling Ring inspection

- i) Ensure there is no bracket damage if not centered
- ii) Ensure sensor is securely mounted within the bracket with the proper wire harness routing
- iii) Ensure decoupling ring alignment - is concentric and not biased to one side with a gap on the other when the sensor is securely mounted within the bracket
- iv) If sensor needs to be re-aligned in bracket OR decoupling ring needs to be re-centered re-align, a **re-alignment of decoupling ring and sensor does not require new part replacement.**
- v) Inspect for sensor damage or poor harness connection at the sensor (see next page)

#### Improper Centering



#### Proper harness routing



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### Sensor damage



### Paint Defects



If no obvious sensor damage see the below validation steps.

#### D) Inspect inline harness connectors, component connectors, and all male and female terminals, repair as necessary

- i) Proper connector installation
- ii) Damaged connector locks
- iii) Corrosion
- iv) Other signs of water intrusion
- v) Weather seal damage (if equipped)

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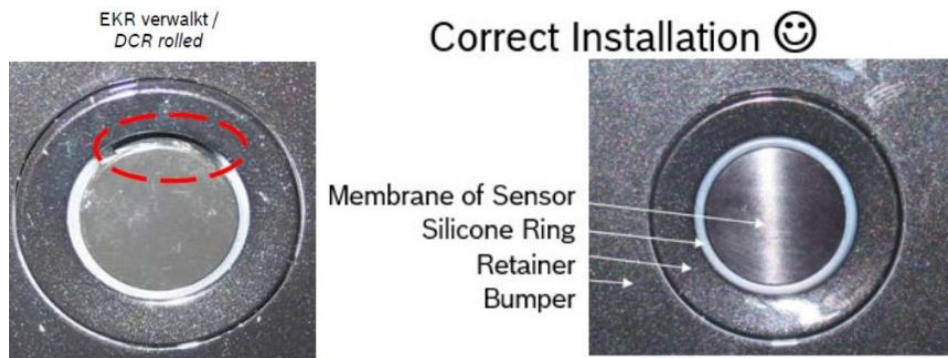


- vi) Bent terminals
- vii) Overheating due to a poor connection (terminal may be discolored due to excessive current draw)
- viii) Terminals that have been pushed back into the connector cavity
- ix) Perform a terminal drag test on each connector terminal to verify proper terminal tension
- x) Check inline wire and connections
- xi) Reconnect harness, ensure securely connected
- xii) Reinstalling sensor

- 1) Ensure proper harness connection(s)
- 2) Ensure decoupling ring is seated properly on sensor.



- 3) Ensure proper sensor alignment
- 4) Ensure membrane and decoupling ring is concentrically located in the mounting hole
- 5) Ensure decoupling ring is not pinched or rolled once installed



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