



## STAR ONLINE PUBLICATION



**Case Number:** S2323000002 Rev A

**Release Date:** May 2025

**Symptom/Vehicle Issue:** Washer Light On And Will Not Turn Off After Adding Washer Solvent.

**Discussion:** Vehicles that use a continuity “prong” style washer level sensor are designed to work with most alcohol-based washer solvents. Rain repellent washer solvents have been found to coat the sensor tips with a silicone or wax residue that will not allow accurate washer fluid level sensing. Some of the rain repellent washer solvents are orange in color but may not necessarily be.



Coated sensor tips.



Clean sensor tips.

If washer fluid level sensor contamination is suspect the sensor should be removed and cleaning attempted prior to replacement.

1. Drain the washer reservoir. Remove and inspect the fluid level sensor for fluid coating buildup on the sensor pins.

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, eCONTACT or Service Library entry if no solution is found.**



## STAR ONLINE PUBLICATION



2. If coated, clean the pins with soap and water or isopropyl alcohol (rubbing alcohol).
3. After cleaning, install the cleaned sensor and refill the reservoir with standard blue washer fluid. If the washer light on condition is now resolved inform the owner of the cause and correction. Inform them that continued use of the rain repellent washer solvent may reduce detection performance of the level sensor.

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, eCONTACT or Service Library entry if no solution is found.**