



STAR ONLINE PUBLICATION



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Symptom/Vehicle Issue: 8.4" Touchscreen Display Electrostatic Discharge Failure

Diagnosis: A vehicle equipped with the 8.4" disassociated touchscreen display may experience many variations of electrostatic discharge symptoms. These symptoms including Ghost Images, Back and/or white Lines on screen which are not recoverable, faded display, half screen with lines.

Repair Procedure: Replace screen to latest part number. ESD proof gloves (Optional), try not to create static while replacing screen.

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