



STAR ONLINE PUBLICATION



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Symptom/Vehicle Issue: Some Features Of Newly Installed 68509716AB Radio Not Available

Diagnosis: The radio 68509716AB when installed in some 2013 HD trucks does not support some of the in radio features described below. These features are supported on other vehicles.

1) Backup camera guidelines buttons show on the screen but do not work. In settings the new radio 68509716AB has functionality to enable or disable the active and fixed guidelines. This functionality was not available in the MY13 vehicle, therefore disabling this feature will not turn off the guidelines. The guidelines remain visible all the time just as they did in the original radio.

2) Compass calibration. The new radio 68509716AB does not have the ability to calibrate or change the Compass variance in MY13 vehicles. Compass still functions as normal as the previous saved variance/calibration is stored in the Compass module. If Compass calibration is needed, it can be done via EVIC - Electronic Vehicle Information Center and the steering control.

Repair Procedure: Do Not Replace the Radio. A few features in the replacement radio not supported on all vehicles.

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