

## STAR ONLINE PUBLICATION

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**Case Number:** S2008000079

**Release Date:** 06/03/2020

**Symptom/Vehicle Issue:** Cluster Engine Run Hours Resets To Zero While Driving

**Customer complaint/ technician observation:** Owner complains the engine run hours displayed on the cluster are resetting to zero. Technician can access the cluster with the wiTech and the cluster does show the accumulated hours internally.

**Discussion:** Do not replace the cluster for this concern, new clusters will perform in the same manner. A service solution is being investigated and tentatively scheduled for release by late 3<sup>rd</sup> quarter 2020. The field will be notified when the update becomes available.

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**