



STAR ONLINE PUBLICATION



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Symptom/Vehicle Issue: The EVIC Splash Screen Does Not Display The Rubicon Logo On Vehicles Equipped With The Rubicon Recon 28Y Package

Discussion: The customer may report the EVIC displays the wrong splash screen at key on, and the splash screen displayed is not for a Rubicon. This issue will only be present on vehicles equipped with the Rubicon Recon 28Y package. Vehicles with the 2TR, 2TZ, 2TV Rubicon packages will display the correct Rubicon splash screen.

Diagnosis: Switch the ignition on and verify that the EVIC does not display the Rubicon splash screen.

Repair: Part replacement will not correct this issue. Do not attempt to repair.

There is an issue with the process standard in the background database which instructs the cluster which splash screen to display. Currently the process standard does not instruct the cluster to display the Rubicon logo when equipped with the 28Y package. The process standard will be updated (expected during Q1 2021), and then a Restore Vehicle Configuration will resolve.

This repair will be communicated via either a revision to this SOL publication or be released as a RRT and/or a TSB.

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