



STAR ONLINE PUBLICATION



Case Number: S2123000025

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Symptom/Vehicle Issue: HUD Heads Up Display Appears Blurry Or Double Image

Customer Complaint/Technician Observation: Image on the windshield from the heads up display is not clear or appears to be double imaged. See figure 1.



Fig 1 blurry HUD display on windshield

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



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Discussion: Windshield glass for HUD equipped vehicles (sales code LBK) is unique. Having a non LBK HUD glass installed can cause clarity issues of the display. One way to tell if the glass is the proper one is to examine the glass stamping in the lower passenger corner. Fig 2 shows a NON HUD glass. The code DOT904 and M478 is for HUD. It is possible after a glass replacement for stone damage or an accident that an incorrect glass could be installed.

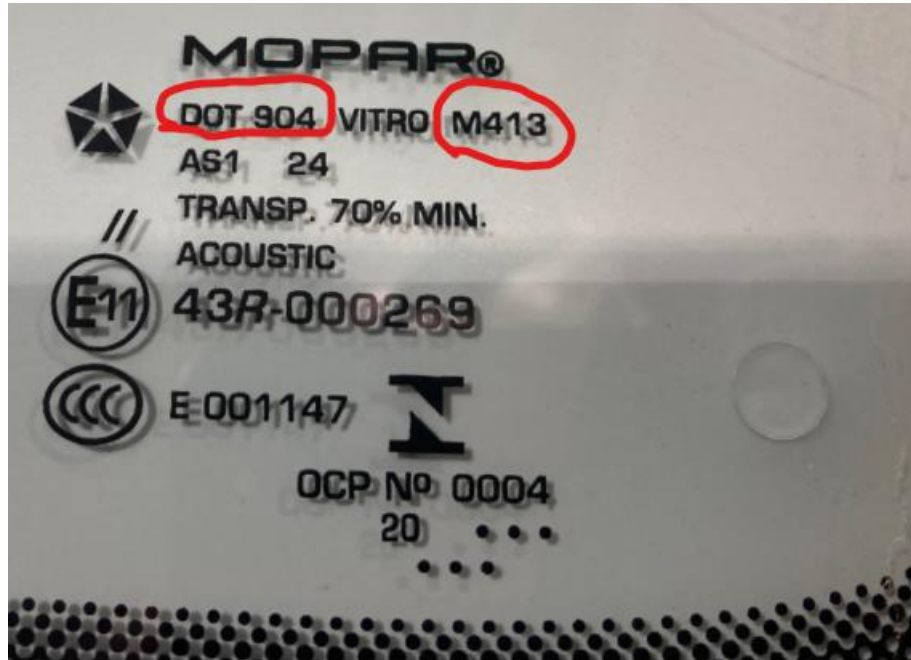


Fig 2 NOT a HUD Windshield. M478 is for HUD.

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