



STAR ONLINE PUBLICATION



Case Number: S2108000249 REV. A

Release Date: November 2021

Symptom/Vehicle Issue: Cluster And Radio Display Settings Reverted Back To The Default Settings, Auto Door Locks And Paddle Shifter Inoperative

Discussion: Customers may complain that their selectable settings have changed, (Example: Language changed from English to Italian, Unit settings changed to Celsius vs. Fahrenheit, Fuel is display in Liters instead of Gallons). Also, the other non-selectable standard features like the paddle shifters and or the auto door locks no longer function.

Customers can reset their selectable features as desired, however the paddle shifters and the auto door locks do not have a menu to change the current default setting as "OFF". Do not replace any parts in an attempt to repair, the current service parts BCM, Cluster, RADIO, FRONT DRIVER DOOR MODULE, FRONT PASSENGER DOOR MODULE, will all perform the same once the system defaulted to "OFF".

This issue is under investigation by engineering with a targeted service tool update. The field will be notified when updates can be made, the estimate for completion is by late fourth quarter of 2021.

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