



STAR ONLINE PUBLICATION



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Symptom/Vehicle Issue: Cluster Message Center Losing MPG Numbers

Discussion: User may complain of the fuel economy screen in the cluster message center is losing the MPG numbers. This happens if the cluster is in the Fuel Economy screen prior to the vehicle being shut off. If the cluster is in any other screen when shut down, the numbers will be there when navigating to the Fuel Economy screen.

If the customer experiences this issue, the numbers can be restored by performing an ignition cycle without a bus sleep cycle or switch to another cluster screen selection before shutting off the vehicle.

Replacement of the cluster or any other component WILL NOT resolve this issue.



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