



STAR ONLINE PUBLICATION



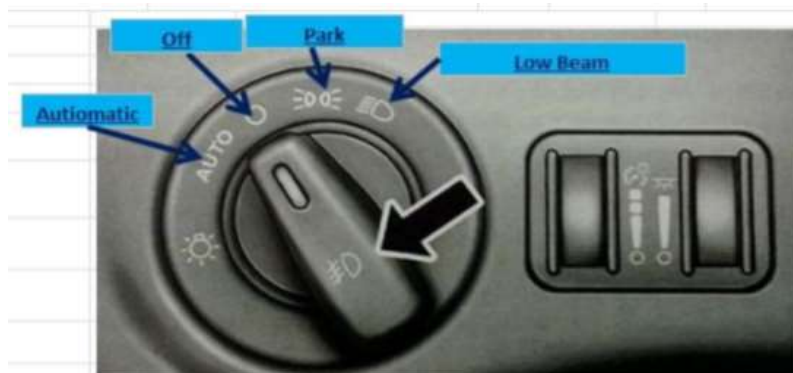
Case Number: S2108000194

Release Date: August 2021

Symptom/Vehicle Issue: High Beams Do Not Turn On While The Headlamp Switch Is Set To The Auto Lights On Position, High Beam Headlamps Do Operate With Switch Set To Manual Lights On Low Beam Position

Customer Complaint/Technician Observation: Owner would like the high beam functionality to be available in both auto head lamp on position and manual head lamp on low beam position. Technician has validated the high beams do work as described above, but not at the owners desired position.

Discussion: No repairs should be attempted, engineering is currently investigating the operation of the high beams to be featured in multiple head lamp switch settings. The field will be notified with any updates to improve.



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