



STAR ONLINE PUBLICATION



Case Number: S2008000011 REV. A

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Symptom/Vehicle Issue: Customer Cannot Change Cluster Display Unit Settings, Turn By Turn Distance Does Not Match The Radios Distance

Customer Complaint/Technician Observation: Customer may not be able to change the cluster displayed unit settings from MPH/KPH and or the turn by turn distance does not match the radios distance accurately.

Repair Procedure: Engineering is investigating a software release for a service action update for early April, 2021. If the owner is requesting an immediate repair; the current service parts will have the updated software to resolve this concern. Order a cluster as needed to satisfy an owners request.

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