



STAR ONLINE PUBLICATION



Case Number: S2108000152 REV. A

Release Date: June 2021

Symptom/Vehicle Issue: Cluster Map Display Becomes Frozen At Times When Using Navigation

Customer Complaint/Technician Observation: The owner complains that the navigation map display does not update on the cluster; screen is frozen. Technician may or may not be able to duplicate the condition of the map only concern. The vehicle is not setting any DTC's for the issue.

Discussion: If the complaint is the map display is frozen on the cluster, cycling the ignition will reset the cluster to allow proper operation. Do not replace any parts at this time, available parts in service will have the same condition. Engineering is currently researching the issue and will notify the field when updates become available.

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