



STAR ONLINE PUBLICATION



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Symptom/Vehicle Issue: Bubbles Or Delamination On The Radio Display

Discussion: Customer may complain the radio display is defective with a bubble, delamination or peeling of the radio display. Check for a screen defect or possible customer or dealer installed screen protector. Bubbling or delamination of a screen protector is not reason to replace the radio. Only bubbling or delamination of the screen itself is cause for replacement. Verify concern before replacement.

Check Screen:

1. Bubble or Delamination means that touch glass is separated from display partially or there are lamination bubbles between those 2 components.
2. Bubbles under the screen protector is not a defect of radio. We recommend customer to remove the screen protector during normal usage.
3. Remove the screen protector if it is applied.
4. Turn off the radio, and inspect display edges from top to bottom, left to right, then check all 4 corners.
5. In general, the bubble / delamination defects are more visible in the dark display background. If no abnormal observed when radio is off, the defect is not delamination.
6. Turn the radio on, and perform the same display inspection. Refer to attached pictures for typical delamination defect. See Fig 1 and 2.
7. Do not use delamination or bubble defect in the claims if the failure mode is different from the pictures below.

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



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Fig 1



Fig 2

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