



STAR ONLINE PUBLICATION



Case Number: S2108000122

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Symptom/Vehicle Issue: PHEV Parameters Are Not Showing Up On Mobile App

Discussion: JL PHEV Mobile app has PHEV parameters that are not showing up. Combined Range, Electric Range, and Distance to Empty are the parameters missing from the JL PHEV payload coming from the HU.

Do not replace the radio. Replacement radio will not fix the issue. A fix is tentatively expected in August 2021.

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