



STAR ONLINE PUBLICATION



Case Number: S2208000109

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Symptom/Vehicle Issue: Electronic Vehicle Information Center (EVIC) LCD Display is Blank

Customer Complaint /Technician Observation: Owner complains that the cluster LCD center display is blank intermittently, other cluster gauges are functioning. Technician observed the LCD display on the cluster shows a "blank screen" while other gauges on the instrument panel (ie. speedometer) are working properly.

Repair Procedure: Cycle the ignition off then on to verify no change in the LCD display operation. Test all the power and ground sources at the cluster connector to ensure no circuit or terminal issues for power and ground circuits. Replace the cluster if no related DTC's and all connections are confirmed ok, Fig 1, 2.

Center Cluster Display Blank – No Illumination



Fig 1

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.

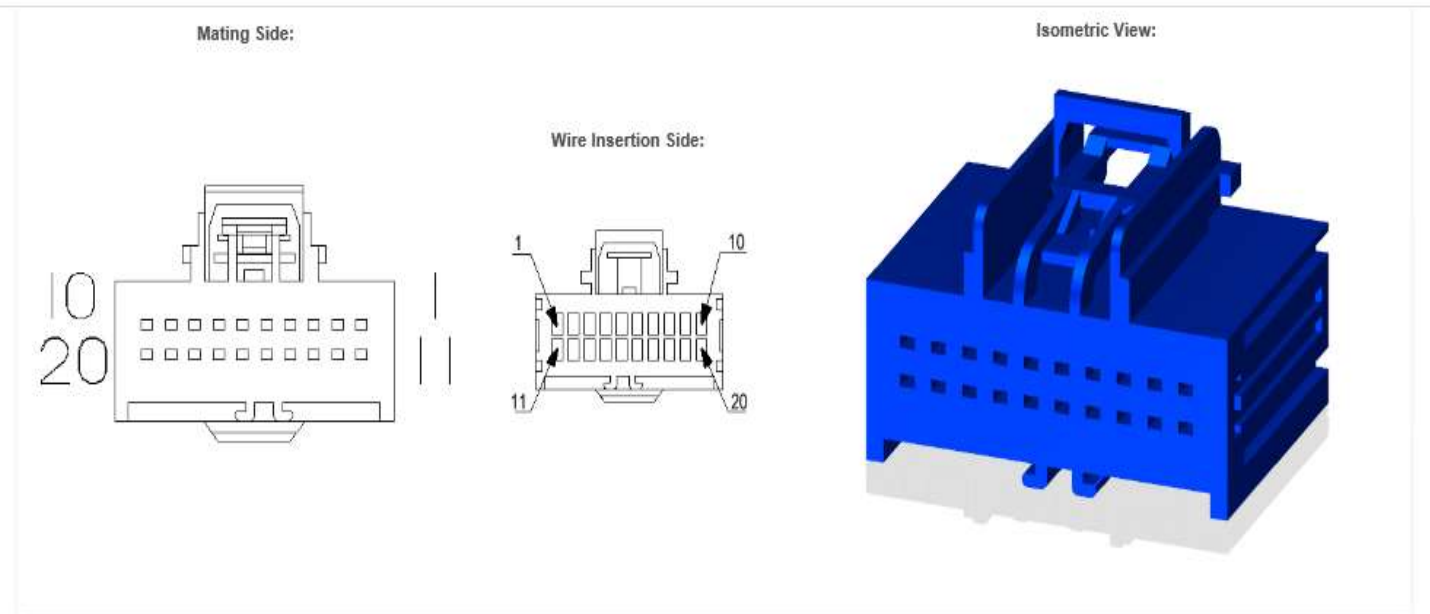
Contact STAR Center, or your Technical Assistance Center Via TechCONNECT or eCONTACT ticket if no solution is found



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Example of 2021 RU cluster connector



NOTE: When connector cavities are identified as "NO CONNECT" in the following table, there may be "Dummy (blunt cut) wires" or Cavities may be "Open", "Plugged, or "Flashed over" depending on vehicle option content.

Pin	Circuit	Wire Color	Gauge/Size	Function	Option
6	E12	OG/GY	0.35	PANEL LAMPS DRIVER	FULL Repair Kit: 68496349AA
10	A108	GN/RD	0.50	FUSED B(+)	
12	D81	BN/WH	0.35	CAN C (+)	
13	D82	YE	0.35	CAN C (-)	
14	G84	VT/GY	0.35	VTA WARNING INDICATOR	
16	Z910	BK	0.50	GROUND	
19	Z910	BK	0.50	GROUND	
20	F949	PK/GN	0.50	FUSED IGNITION RUN/START CONTROL OUTPUT	

Fig 2

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