



STAR ONLINE PUBLICATION



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Symptom/Vehicle Issue: Comfort And Convenience Display Module (CCDM) Will Intermittently Change Functions On Its Own

Discussion: Comfort and Convenience Display Module (CCDM) will intermittently change function (fan speed, etc) on its own. This may be referred to as a "Ghost Touch".

This may be caused by one of the CCDMs. To isolate which CCDM is exhibiting a Ghost Touch, the technician should lock out the Rear CCDM from the Front CCDM. If condition continues, the Front CCDM will need to be replaced. If the condition stops, unlock the Rear CCDM and watch for the condition to reoccur and replace the Rear CCDM.



Picture of CCDM Front showing Rear Lock/Unlock Graphic

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