



STAR ONLINE PUBLICATION



Case Number: S2208000160

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Symptom/Vehicle Issue: Driving Mileage Range is Low After Filling with Fuel, Distance to Empty Displayed is Lower Than Expected

Customer Complaint/Technician Observation: Customers may complain after a recent service flash or cluster replacement that the cluster displays a mileage driving range of less than 100 miles for the **Distance Until Empty** after filling up to a full tank. Technician observed the low mileage reading and that the vehicle did have a full tank of gas.

Discussion: Normal Characteristic do not replace the cluster or any components for this issue. The cluster **Distance Until Empty** or **Range Until Empty** may require the vehicle to be driven for at a minimum of two full tanks of fuel to more accurately display the calculated **Distance Until Empty**.

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, eCONTACT or Service Library entry if no solution is found.