



STAR ONLINE PUBLICATION



Case Number: S238A000029

Release Date: June 2023

Symptom/Vehicle Issue: Wrong Drivetrain Temperature Information Displayed On Performance Pages Of Radio

Discussion: Customer may report wrong drivetrain temperature information displayed on the radio performance pages. The temperature thresholds are not working properly if radio is set to Fahrenheit because data from ECU's are in Celsius and then converted in Fahrenheit. The thresholds are not converting properly, indicating hotter than it is, resulting in a wrong output in terms of color displayed.



Fig 1



Fig 2

Do not replace radio. Engineering is investigating the issue for future radio software update.

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.