



## STAR ONLINE PUBLICATION



**Case Number:** S2408000080

**Release Date:** July 2024

**Symptom/Vehicle Issue:** Different Cluster Displays Have a Reduced View While in Analog Mode, Darkened Sides

**Customer Complaint/Technician Observation:** The owner complains that certain cluster displays have a reduced view from both sides, occluded. The Technician can duplicate the condition when selecting the cluster night vision or navigation modes.

**Discussion:** This condition is dependent on the customer selected settings within the cluster when in analog or digital modes. There are no updates available to change this condition, no further repairs should be attempted. All service parts available will perform the same, adjust the settings of the cluster to a digital view for the best appearance. Examples below Fig 1 and 2.



Digital mode - Navigation



Digital mode - Night Vision



Analog mode - Navigation



Analog mode - Night Vision

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



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**Analog reduced view**



**Full Digital View**

**Fig 2**

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