



STAR ONLINE PUBLICATION



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Symptom/Vehicle Issue: Heads Up Display (HUD) is Not projecting on the Windshield

Customer Complaint/Technician Observation: The owner complains the HUD is not projecting on the windshield. The technician verified the complaint and observed the vehicle has set no Diagnostic Trouble Codes (DTCs).

Repair Procedure: If the complaint is the HUD is not projecting on the windshield.

1. Navigate to the Heads Up Display menu in the Cluster and toggle the HUD setting between 'ON' and 'OFF' and make sure you leave the setting 'ON'.

Proceed to the following if step 1 did not resolve the issue.

Please use the below steps to make sure HUD module is powering up.

2. Change the setting of 'Height' in the HUD sub menu in the Cluster and listen for motor actuation/movement from HUD module by alternating the setting between 1 and 10 (It may be best to have the vehicle parked in a quieter area).
3. Check the backlight of the HUD module under the brightness setting options, if LVDS is connected there is a blue background light visible on the windshield with brightness setting at the Max setting of 10. (This may be best to be tested in a dark area).
4. Put the vehicle through a full BUS sleep cycle if it does not fix the issue disconnect fuse (F81, circuit A936) wait for 5 secs and reconnect, test the operation.

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.Stellantis US LLC *Version 4.5 07/22/2022*