



STAR ONLINE PUBLICATION



Case Number: S2508000086

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Symptom/Vehicle Issue: Cluster Display Goes Blank Intermittently

Customer Complaint/Technician Observation: Owners may complain that the cluster display goes blank at times during start-up or resets momentarily while driving up to 8 seconds. The technician may or may not be able to duplicate.

Discussion: Engineering is aware of the issue, and they estimate a cluster update to be available by the fourth quarter 2025. The field will be notified when the service updates are available. Replacement clusters without the updates of software 25.30 will perform the same.

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.