

CUESCREENS

NEW PRODUCT GUIDE



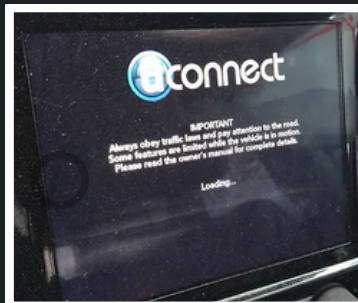
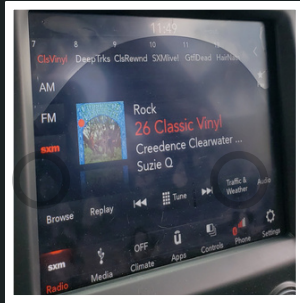
INDUSTRY TRENDS 2024

In our industry, it is critical to be aware of which infotainment systems are nearing end of life, in order to have the appropriate fix available for customers.

This catalog describes the newly identified, expected 100% failure rate systems and their related repair information.

Thank you for your business!

2017-2022 CHRYSLER UCONNECT 4 8.4"



These screens are all failing and appear in every Chrysler, Jeep, Dodge, Ram vehicle from 2017-2022. There are 3 different versions so be sure to check compatibility for your customers with the new part finder at cuescreens.com. Super easy installation- takes about 20 mins total. New radio from the dealer is \$2,500 so this is a great option for customers.



TIME OF FAILURE

3-6 Years



REPAIR DURATION

20 Mins



SYMPTOMS

Delaminated
Unresponsive
Erratic Touch



SCREEN TYPE

LCD with bonded
touch panel

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2014-2019 CHEVY MYLINK/GMC INTELLILINK 8"



This screen is in every 2014-2019 GMC/Chevy Truck or SUV and they all fail after 6-8 years, causing random ghost touching or become totally frozen. We have the replacement screens and they are very low cost and easy to install.



TIME OF FAILURE

6-8 Years



REPAIR DURATION

30 Mins



SYMPTOMS

Unresponsive
Erratic Touch



SCREEN TYPE

Touch glass only,
tape to LCD

2019-2021 KIA FORTE



This screen lasts about 3 years from the factory, right outside of the electronics warranty from KIA. They used a very unfortunate LOCA design with a large, high torsion cover glass so all are guaranteed to fail. New head units are over \$3,000 from the dealer. We have the replacement screens, you disassemble the radio and heat the old assembly off the bezel.



TIME OF FAILURE

2-3 Years



REPAIR DURATION

60 Mins



SYMPTOMS

Delaminated
Unresponsive
Erratic Touch



SCREEN TYPE

LCD with bonded
touch panel, tape
to bezel

2016-2019 MAZDA CX-9



This one is a unique design that uses a plastic assembly that contains the cover glass, bezel, and digitizer. The replacement part was just released. These factory screens are at 100% failure rate from the factory. Customers save \$2,000 from the dealer. Incredibly easy to access the display and install.



TIME OF FAILURE

3-6 Years



REPAIR DURATION

15 Mins



SYMPTOMS

Unresponsive
Erratic Touch
Delaminated



SCREEN TYPE

Touch glass only
with attached
replacement bezel

2019-2022 MITSUBISHI OUTLANDER



Just like the others, these are failing right outside of warranty. Easy installation. Replacement Mitsu radios are backordered for 2 years and \$4,300. Two different versions available for customers to choose from- With or without knobs. Mitsubishi sold so many of these vehicles.



TIME OF FAILURE

2-3 Years



REPAIR DURATION

60 Mins



SYMPTOMS

Delaminated
Unresponsive
Erratic Touch



SCREEN TYPE

Touch panel only.
Tape to LCD

2016-2019 VW MIB2 6.5" ALL MODELS



The MIB2 radio was put in almost every 2016+VW made, and the touch screen is now nearing the end of life. Sometimes it becomes frozen, sometimes the glue leaks out, etc. Depending on the customer preference and budget, you can install either one. Check the [info guide](#) to decide which is the right one for you.



TIME OF FAILURE

4-6 Years



REPAIR DURATION

60 Mins



SYMPTOMS

Unresponsive
Erratic Touch
Delaminated



SCREEN TYPE

Touch glass only
OR LCD with touch
glass

That's all I've got for now. More screens will be coming on the website as they start failing in large numbers. Be sure to check the new part finder at cuescreens.com/shop to see if there is an option for your customers.

As always, feel free to shoot me a photo of the display you are working on and I can see if there will be something available soon.

Thank you for your business and support.

Here's to a productive and prosperous 2024.

-Charles

President
cuescreens.com



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