

STAR ONLINE PUBLICATION

Case Number: S1908000097 - REV. A

Release Date: 09/18/2020

Symptom/Vehicle Issue: Radio Screen Black Or Blank

Discussion: Radio display is black during ignition on. Issue is intermittent and may not be reproduced at the dealership. Following DTCs may be Set/Stored:

U0485 - IMPLAUSIBLE DATA RECEIVED FROM RADIO

B156D - LOW VOLTAGE DIFFERENTIAL SIGNAL (LVDS) VIDEO CABLENAME

Do not replace the radio or display. The black screen is a result of a timing issue between the radio and the display. A software enhancement will be tentatively released in 1st quarter 2021. Verify software is at 33.3 or above. The customer can correct the intermittent concern with a sleep cycle.

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 or eCONTACT ticket if no solution is found