

## STAR ONLINE PUBLICATION

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**Case Number:** S1908000174

**Release Date:** 06/10/2020

**Symptom/Vehicle Issue:** Radio Screen Black At Vehicle Startup After A Sleep Cycle

**Discussion:** Customer may notice the vehicle radio screen is black at a vehicle start up after vehicle has gone through a bus sleep cycle. Issue is intermittent. Customer can still hear audio, backup camera still works, and location of the radio softkeys still work. Customer can still change source from AM to FM by pressing the area where the FM softkey was located.

A radio software enhancement will be available tentatively in 2nd Quarter 2020.  
Verify software 33.3 or higher.

Customer can press the power button twice to reset the symptom. Pressing the power button once will turn off the radio. Pressing it a second time will reset the dimmer settings between the radio and the separate display. Open a STAR case for the concern before ordering an exchange radio.

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**