



STAR ONLINE PUBLICATION



Case Number: S2108000029

Release Date: 01/29/2021

Symptom/Vehicle Issue: Uconnect 5 Intermittent Black Screen, Audio Mute, Reset Or Lock Up

Discussion: Customer may experience an intermittent concern such as black screen, audio mute, reset or lock up. For intermittent concerns that cannot be reproduced at the dealership, the recommendation is to perform a hard reset on the radio. Press and hold the power button for 10 seconds to reset.

Do not replace the radio. A future software enhancement will be available in late 1st quarter 2021.

For repeatable issues, please open a STAR case in order to capture radio logs. The logs will help determine what module may be at fault communicating with the radio.

In the event a customer sees an issue in the future, they can also attempt a hard reset on the radio by pressing and holding the power button for 10 seconds. This will clear their issue.

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