



STAR ONLINE PUBLICATION



Case Number: S2108000173 – REV. A

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Symptom/Vehicle Issue: Radio Inoperative, Black Or Blank Screen

Discussion: Customer may find radio inoperative. Screen may be blank or black and no audio from radio. Radio may not respond to customer pressing power button. Radio may appear orange on wiTECH 2. Uconnect Engineering is attempting to locate a live vehicle to root cause the issue.

Please record the current voltage of the battery, battery state of charge and run a Vehicle Scan Report.

Record if the customer saw the issue the first key cycle of the day (after overnight sleep) or if the issue occurred after multiple key cycles during the day. Then contact STAR.

If the vehicle can not be held for 1-2 hours, please proceed with a radio fuse pull to recover the 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