



STAR ONLINE PUBLICATION



Case Number: S2108000098 - REV. B

Release Date: June 2021

Symptom/Vehicle Issue: Radio Screen Freeze, Blank Screen And Reset

Discussion: The customer may experience intermittent screen freezes, followed with black screen and reset. If radio application version is lower than QR37.4 radio needs to be updated. Verify customer's concerns and check radio software application version is QR37.4 or above.

Do not replace radio if the issue could not be duplicated. Radio will be fully functioning after reboot. A software enhancement tentative release late 2nd Qtr 2021. Suggest to clear the SXM Favorite Artists and Songs to help mitigate the 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