



## STAR ONLINE PUBLICATION



**Case Number:** S2108000285 – REV. A

**Release Date:** May 2022

**Symptom/Vehicle Issue:** Blank Radio Display Screen

**Discussion:** The customer may experience a blank screen on the Display Screen Module (DSM), audio may still be present. Tech may find a B22A9-00 ECU Internal Performance DTC set. When code is set, the screen back lighting is turned off. This issue can be reproduced with consecutive short ignition off cycles (5-15 seconds).

The display can be recovered with an Ignition cycle to allow the bus and display to go to sleep. Perform an ignition/bus sleep cycle below:

Turn off the Ignition, open Drivers door and then close door. Wait 2-5 min for bus to go to sleep. This happens after cluster goes fully to sleep. Then, turn on ignition and check display operation. Code should go stored and can be cleared. Also, as an alternative, a battery disconnect can be done to reset display if needed.

Engineering is working on a software enhancement expected 2nd quarter 2022. The field will be notified when the updates are available, no further repairs should be made at this time for this concern.

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**