



STAR ONLINE PUBLICATION



Case Number: S238A000006

Release Date: February 2023

Symptom/Vehicle Issue: Radio Home Screen Not Loading

Discussion: The customer may observe the radio home screen not loading. Try resetting the radio. Hold power button for 10 seconds until radio resets. Do not replace radio for this concern if issue is intermittent. Replacements will operate the same. Concern may be addressed in future software enchantments, tentatively R160.

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, eCONTACT or Service Library entry if no solution is found.