



STAR ONLINE PUBLICATION



Case Number: S238A000016

Release Date: April 2023

Symptom/Vehicle Issue: Intermittent Blank Radio Screen

Discussion: The customer may observe an intermittent blank screen on R1 low UBD radios with R145 software. Try resetting the radio. Press and hold the power button for 10 seconds until radio resets. Do not replace radio for this concern if the issue is intermittent. Replacements will operate the same. A radio software enhancement in level R160 to be released in 2nd quarter 2023. During the issue described, the Rear View Camera (RVC) still functions properly. Instruct the customer on the power button reset feature for future 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, eCONTACT or Service Library entry if no solution is found.