



## STAR ONLINE PUBLICATION



**Case Number:** S238A000021

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**Symptom/Vehicle Issue:** Radio Display Screen Blank Or Screen Cuts In And Out

**Discussion:** The customer may observe an intermittent blank radio display screen or screen cuts in and out. Try resetting the radio by pressing and hold volume/power button for 10 seconds until radio resets.

Do not replace the radio for this concern if the issue is intermittent. The replacements will operate the same. During the issue described, the Rear View Camera (RVC) will still function 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.**