



STAR ONLINE PUBLICATION



Case Number: S238A000028

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Symptom/Vehicle Issue: Radio Black Screen, Freezing, Reset, Cutting Out Or Inoperative Intermittently

Customer Complaint/Technician Observation: Customer may report radio black screen, cutting out, freezing, or resetting. Rear view camera operates normal. Technician may or may not be able to reproduce customer's concerns.

Discussion:

1. Take a vehicle scan report. Fix any Diagnostic Trouble Code (DTC) issues found with standard diagnostics in Service Library.
2. Verify the status of charge of both main battery and Aux battery, make sure both main and Aux batteries State Of Charge (SOC) over 85%.
3. Make sure radio is on, an unintentional radio off with power knob will carry over to next ignition cycle after radio boot up. In this case, please press the Power Knob to turn on the radio.
4. Perform a radio reset to recover radio after abnormal radio operation. Press and hold the left radio volume/power knob for 10 seconds until the radio reboots.
5. Please inform the customer to try to reset and recover the radio after abnormal radio operation.

Do not replace the radio if the issue can not be duplicated. Black screen will recover by performing a radio reset. Engineering is investigating 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, eCONTACT or Service Library entry if no solution is found.