



## STAR ONLINE PUBLICATION



**Case Number:** S238A000040

**Release Date:** August 2023

**Symptom/Vehicle Issue:** Radio Display Screen Is Completely Blank/Black

**Discussion:** Radio Display Screen is completely Blank/Black. Audio may or not be heard while the screen is black. Also, the touchscreen might be unresponsive while the screen is black. This condition does not affect the rearview camera or the display image during a backing event.

Please DO NOT immediately replace the display, attempt the following first instead:

1. Perform a vehicle battery disconnect to reset the display. Then check the Display function. If Display is still black, replace the display.
2. If screen is recovered, perform a radio Factory reset through the Display. Go to Vehicle menu > Settings > Reset > Factory reset.

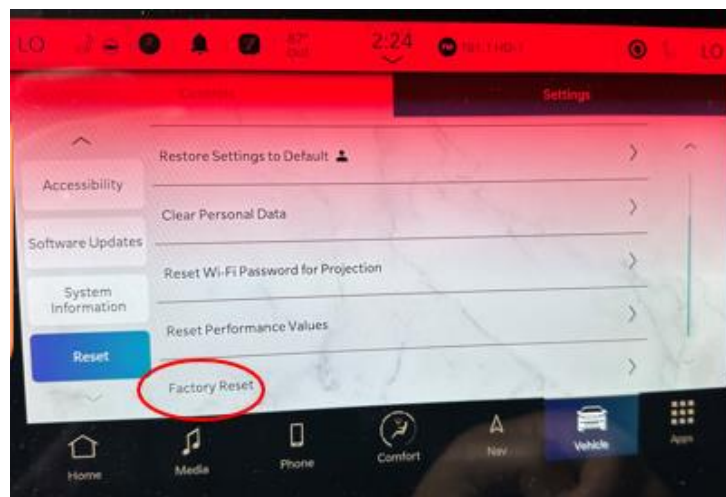


Fig 1

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.**



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3. Then Perform 2 full Ignition Key cycles and check display function. Turn the vehicle off, then open the door and close the door. Then wait until the cluster goes completely off before turning on the car again.

4. If still having screen issues, replace the Display.

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