



STAR ONLINE PUBLICATION



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Symptom/Vehicle Issue: Radio Shutting Off Due to Hot Display

Discussion:

The customer may observe radios showing message "Screen is Hot. Display is Shutting down to cool down" and shutting off after that. Do Not Replace the Radio. Radios are acting as per specification. Replacement will have same concern/issue. Running the vehicle with HVAC settings on high heat and blower settings can cause a buildup of heat in the instrument panel.

In the event of radio shuts off due to overheat, reduce HVAC settings to 80F AUTO or lower for approximately 15 minutes to allow radio to return to normal operating temperature. Avoid keeping HVAC settings at Max temperature and fan speed for extended periods of time to prevent future radio overheating messages. Rearview camera operation in reverse is not affected.

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.