



STAR ONLINE PUBLICATION



Case Number: S238A000044

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Symptom/Vehicle Issue: Radio Display Blank Screen, Vertical Lines On The Display Or Radio Screen Freezing

Discussion: Customer complains the radio display is a Blank Screen, vertical Lines on the display or radio screen freezing. This is a known issue and Engineering is investigating into this. Perform a hard radio reset. Push and hold the Volume/Power knob for 10 seconds till the radio resets. Then leave vehicle key on/running outside for 15 minutes to recover by its own. See pictures for reference. Rear View Camera is not impacted by this issue. RVC will display properly.

Do not replace radio for this concern. Replacement radios will perform the same.



Fig 1



Fig 2

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.