



STAR ONLINE PUBLICATION



Case Number: S238A000056

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Symptom/Vehicle Issue: Intermittent Black Screen With Or Without Audio, Radio Resets Or Radio Locks Up At Times

Discussion: Customer claims intermittent stability concerns such as black screen with or without audio (Rear View Camera (RVC) still operates), radio resets at times, radio locks up at times.

1. If issue is not active, do not replace radio or display. Instruct customer on radio reset option to clear future concerns by pressing and holding the power/volume button for 10 seconds until radio resets.
2. If issue is active, attempt to clear the issue by performing a reset to the radio / Entertainment Telematics Module (ETM).

Do not replace the radio or display. Replacements will have the same level of software until 4th Quarter 2023. Intermittent radio concerns will be corrected in 4th Quarter radio software enhancements, updates over the air.

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.