



STAR ONLINE PUBLICATION



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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 intermittently not working, cutting out, freezing, or resetting. 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 when experienced abnormal radio operation (E.G blank screen, screen freeze/cut in and out) Press and hold the left radio volume/power knob for > 10 seconds until the radio reboots.
5. Please inform/educate the customer to try to perform a reset during abnormal operation using the method in step #4.

For intermittent issue if radio is replaced, please document the frequency of the occurrence, what other activity was going on during the issue, (e.g. CarPlay/Android Auto running, Satellite radio, listening to other media). Black screen, freezing, resetting, cutting out or inoperative intermittently will recover by performing a radio reset.

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.