



## STAR ONLINE PUBLICATION



**Case Number:** S258A000002

**Release Date:** January 2025

**Symptom/Vehicle Issue:** Radio Screen Goes Blank, Rearview Camera (RVC) Functions Normally

**Discussion:** Customer may experience the radio screen goes blank after radio updated to U33.43. A radio software enhancement is expected in Q2 2025.

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.**