



STAR ONLINE PUBLICATION



Case Number: S258A000007

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Symptom/Vehicle Issue: Radio Display Screen Flicker

Discussion: Customer complains the intermittently radio screen flickers. This is a known issue and engineering is investigating concern. Perform a hard radio reset. Push and hold the Volume/Power knob for > 15 seconds till the radio resets. Then leave vehicle on/running outside for 15 mins to recover on its own. Please inspect the display module connectors and wiring. Inspect the wiring and connectors for looseness, and dirt/lint within the connectors. Verify vehicle proxi. Rear view camera (RCV) is not impacted by this issue and will display properly.

Recovery for intermittent concern is an Ignition cycle or radio hard reset with volume/power button.

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.