



When the Car Screen Freezes — Resetting Your Infotainment

When the dashboard touchscreen freezes, goes black, or reboots An Extended Guide · No. 1942

————— An Extended Guide · No. 1942 —————

Tech Made Simple. Service Made Personal.

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What's Inside

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START HERE

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1. The 60-Second Version If you only read one page, read this one. When your car's main touchscreen freezes, goes black, or starts lagging, take a breath. This is almost never a sign that your car is broken. It's a little computer, and like any computer it occasionally gets confused and needs a restart. The fix on most cars is a soft reset: with the car safely parked, press and hold the power or volume button for a while, often somewhere between ten and thirty seconds, until the screen goes dark and reboots. Then wait for it to come back, which takes a minute. The exact button varies by carmaker, so your owner's manual is the place to check for your car. A frozen screen is usually a software hiccup, not a broken car. The fix is a soft reset: press and hold the power or volume button. Hold it for roughly ten to thirty seconds until it reboots. The exact button varies by brand, so check the manual. Only ever do this parked, never while driving. **WATCH OUT** Only reset the screen when the car is safely parked. Never fiddle with a frozen screen while you are driving. **THE BASICS** 2. What 'Infotainment' Means The big screen that runs almost everything. Infotainment is just the carmakers' word for the big touchscreen in the middle of the dashboard and everything it controls. It's a blend of information and entertainment, hence the odd name. On most modern cars it handles the radio, your music, the navigation map, the backup camera, the Bluetooth phone connection, the climate controls, and features like CarPlay or Android Auto. Underneath, it's genuinely a small computer, with its own software, running all of that. Understanding that it's a computer is the key to not worrying when it misbehaves, because computers freeze and need restarting now and then, and that's all that's usually going on here. **GOOD TO KNOW** The infotainment system is a computer, separate from the parts that actually drive the car. It freezing does not mean your engine or brakes are affected.

REASSURANCE

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3. It's Usually Software, Not the Car A frozen screen rarely means real trouble. I want to put your mind at ease, because a dead or frozen car screen can feel alarming and make you imagine an expensive repair. In the great majority of cases, it's nothing of the sort. It's the software stumbling, the same way your phone or computer sometimes locks up and needs a restart. The car itself, the engine, the brakes, the steering, all runs on completely separate systems and is unaffected. A frozen screen is an annoyance, not a breakdown. Once you know that, the whole thing gets far less scary, and you can work through the simple fixes calmly, starting with a restart, which solves it the vast majority of the time. I say this because I've watched the worry on people's faces when the screen goes dark, as if they're imagining a repair bill with lots of zeros. Nine times out of ten, it's the cheapest kind of problem there is: a little software stumble that a restart clears in under a minute, at no cost at all. Even on the rarer occasions when it needs more, the fixes are usually modest, an update, a fuse, or a dealer visit that's often covered. So let the first feeling be curiosity, not dread. We'll try the simple things first, in order, and the odds are very good that one of them sets it right. TIP Think of the car screen like your home computer. When it acts up, your first thought should be 'let's restart it,' not 'it's ruined.'

THE FIX 4. The Soft Reset The restart that fixes most freezes. The soft reset is your main tool, and it works on most cars. With the car parked, find the power button, which is often the volume knob you can press in, and press and hold it. Keep holding, past the point where it feels like nothing's happening, for roughly ten to thirty seconds. On most systems the screen will then go black and the carmaker's logo will appear as it restarts. Let go once it begins rebooting. This is the same as restarting a frozen computer, and it clears up the vast majority of freezes, black screens, and glitches in one go. If it doesn't work the first time, it's worth trying once more, holding a bit longer.

THE FIX

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- 1 Put the car safely in park.
- 2 Find the power button or press-in volume knob.
- 3 Press and hold it for about ten to thirty seconds.
- 4 Let go when the screen goes black and the logo appears.
- 5 Wait for it to finish starting up. 5. Finding the Right Button Every brand does it a little differently. Here's the one wrinkle: the exact button or combination for a reset varies from carmaker to carmaker. On many cars it's holding the volume knob. On some it's a specific power button, and on a few it's holding two buttons at once, such as the volume plus another control. Because there's no single answer, the owner's manual is your friend here; look in the index for infotainment, reset, or the brand's name for the screen system. It's worth finding this out once and jotting it down before you ever need it, so you're not hunting through the manual on the side of the road. If you can't find it, I'm always glad to look it up for your specific car. GOOD TO KNOW There is no universal reset button. The right one for your car is in the owner's manual, usually under the infotainment or audio section. THE FIX 6. Waiting for It to Come Back Give it a minute, don't rush it. After a reset, the screen takes a little time to fully start up again, just like a computer booting. You'll usually see the carmaker's logo, then it works through starting its various parts: the radio, the camera, the Bluetooth, the maps. This can take anywhere from a few seconds to a minute or two. The important thing is to be patient and not start pressing buttons or try to drive off the instant the logo appears. Let it finish completely. Once it's back to the normal home screen and responding to your taps, it's ready. Rushing it or interrupting the startup can sometimes leave it in a muddle, so a little patience here pays off.

TIP

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After a reset, let the screen fully finish starting up before you touch it. Interrupting a restart can confuse it all over again. **SAFETY 7. Never Reset While Driving** A frozen screen can wait until you're parked. This deserves its own page because it matters so much. If the screen freezes while you're driving, leave it alone until you can safely stop. A frozen screen is annoying, but trying to hold buttons, read the manual, or poke at it while the car is moving is genuinely dangerous and takes your eyes and attention off the road. The car drives perfectly well without the screen working; you don't need it to steer, brake, or signal. So the right move is always to keep driving safely, then pull over somewhere safe or wait until you've parked, and only then work on the screen. Nothing about a frozen screen is urgent enough to risk an accident. **WATCH OUT** Your car drives fine without the screen. Never try to fix it while moving; wait until you are safely parked. **CAUSES 8. Too Many Paired Phones** A crowded Bluetooth list can jam things up. One surprisingly common cause of a sluggish or glitchy screen is a Bluetooth list stuffed full of paired phones. Over the years, every phone that's ever connected, yours, your spouse's, visiting family, gets remembered, and the system can get confused trying to juggle them all or reconnect to one that's not even there. The cure is to go into the Bluetooth settings on the screen and delete, or forget, the old devices you don't use anymore. Keep just the one or two phones you actually connect. This often clears up connection troubles and general sluggishness. It's a bit like cleaning out an overstuffed drawer; everything works more smoothly once the clutter's gone. Old paired phones pile up in the Bluetooth list over time. The system can get confused juggling too many.

CAUSES

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Go into Bluetooth settings and forget the ones you don't use.

Keep just the phones you actually connect to the car. 9. A Bad Software Version Sometimes the update itself is the problem. Just like phones and computers, car infotainment runs on software, and sometimes a particular version has a bug that causes freezing or glitches. Carmakers aren't perfect, and a flawed update can slip out. The good news is that when this happens, they usually release a fix in a later update. So if your screen started misbehaving and you suspect the software, the answer is often to make sure you're on the latest version, which may well cure the problem. If a known-bad version is the culprit, the dealer will often know about it and can apply the corrected software. We'll talk about how to update next, since that's frequently the real, lasting fix for a screen that keeps acting up. GOOD TO KNOW A screen that keeps freezing is often running buggy software. The lasting fix is usually an update, not just repeated restarts. CAUSES 10. A Glitchy App CarPlay, Android Auto, or an app acting up. Often the freeze isn't the car's own software at all, but something running on top of it, like Apple CarPlay, Android Auto, or a particular app misbehaving. If the screen tends to freeze only when your phone is connected, or only when you're using a certain app like a music or map app, that's a strong clue. Try disconnecting the phone and see if the screen behaves on its own. If it does, the trouble is on the phone side: the app may need updating, or the phone itself may need a restart. Updating the apps on your phone and restarting the phone can clear this right up, and then CarPlay or Android Auto runs smoothly again. This is actually good news when it's the cause, because it means your car is perfectly healthy and the fix lives in your pocket. The quickest test is to drive once with the phone left disconnected or in your bag. If the screen behaves itself all drive, you've found your answer, and the cure is on the phone side, not an expensive trip to the dealer. Keeping your phone's apps and its own software up to date goes a long way here, since the makers

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of CarPlay, Android Auto, and the apps themselves are always ironing out these little conflicts.

- 1** Notice if freezes happen only when the phone is connected.
 - 2** Disconnect the phone and see if the screen behaves.
 - 3** If so, update the apps on your phone.
 - 4** Restart the phone, then reconnect it to the car.
- 11. Extreme Heat or Cold** Our Ohio weather can bother the screen too. Weather can affect the screen, which matters here with our hot summers and cold winters. On a brutally hot day, a car baking in the sun can get so hot inside that the screen slows down or temporarily shuts off to protect itself, coming back once things cool down. On a bitterly cold morning, a screen may be sluggish or slow to start until it warms up a little. Neither is a fault; it's the electronics protecting themselves from extremes. If you notice the screen misbehaving in very hot or very cold conditions, give it a few minutes as the cabin reaches a more normal temperature, and it often sorts itself out. Parking in the shade in summer helps. **GOOD TO KNOW** A screen that acts up only in extreme heat or cold is usually protecting itself. It often returns to normal once the cabin temperature settles.
- UPDATES**
- 12. Updating the Software Over the Air** Many newer cars update themselves. Keeping the infotainment software up to date is one of the best ways to prevent and cure freezing. Many newer cars can update over the air, meaning they download the update themselves over a wireless connection, much like your phone does. You'll usually find the setting in the screen's menu under System, Software, or Updates, where it can tell you if an update is available and let you install it. These updates often need the car parked and sometimes take a while, so it's a good thing to do while the car sits in the driveway. Turning on automatic updates, if your car offers it, means it mostly takes care of itself. Many newer cars download updates wirelessly, on their own.

UPDATES

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Look in the screen's menu under System, Software, or Updates.

Install updates while parked, since they take time. Turn on automatic updates if your car offers it. 13. Updating by USB or at the Dealer Other ways to get the latest software. Not every car updates over the air. Some need you to download the update onto a USB stick from the carmaker's website on your home computer, then plug that stick into the car to install it, following the instructions. That's a bit more involved, and it's exactly the kind of thing I'm happy to handle for you. And for any car, the dealer's service department can apply the latest software during a visit, which is often the simplest route, especially if there's a known bug they're already aware of. So whether your car updates itself, needs a USB stick, or wants a trip to the dealer, there's always a way to get it onto the newest, most stable software. **WATCH OUT** If updating by USB stick sounds fiddly, don't worry. That's just the sort of job I can do for you, or the dealer can handle it during a service visit. **MORE FIXES** 14. Checking the Fuse If the screen's totally dead, a fuse may have blown. If the screen is completely dead and black and a reset does nothing at all, a blown fuse could be the reason. A fuse is a small safety part that cuts the power if something draws too much, and cars have many of them in a fuse box, often under the dashboard or hood. The owner's manual shows where the fuse box is and which fuse goes to the radio or infotainment. A blown fuse is cheap and easy to replace, but finding and checking the right one can be fiddly, and you want to be sure you replace it with the correct type. If you're comfortable, the manual guides you; if not, it's a quick job for me or a mechanic. **WATCH OUT** Always replace a fuse with the exact same type and rating shown in the manual. The wrong fuse can cause bigger electrical problems.

MORE FIXES

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15. Clearing Paired Devices A clean slate for Bluetooth and accounts. If Bluetooth trouble keeps causing freezes, a fuller cleanup can help. In the screen's settings, you can remove all the paired phones and then pair fresh just the one you use, giving the system a clean slate. If your car has user profiles or is signed into any accounts, those can occasionally get muddled too, and signing out and back in, or removing an old profile, can clear things up. This is a gentler step than a full factory reset, affecting only the connections and not your saved radio stations and preferences. It's worth trying when the trouble clearly centers on phones or accounts rather than the screen as a whole. Remove all paired phones, then pair just the one you use. Check for user profiles or accounts that may be muddled. Sign out and back in, or remove an old profile. This is gentler than a full factory reset. **LAST RESORT** 16. Disconnecting the 12-Volt Battery The big reset, best left to a pro. When nothing else works, there's a last resort: briefly disconnecting the car's 12-volt battery, which is the ordinary car battery under the hood. This cuts all power and forces a complete reset of the car's electronics, including the screen, a bit like unplugging a stubborn appliance. It can revive a screen that no button will. However, this is a job many people prefer to leave to a professional, because it involves working around the battery, and disconnecting it can reset other things in the car and sometimes require a security code to get the radio working again afterward. It's effective, but it's not a casual step, so there's no shame in letting a pro handle it. **WATCH OUT** Disconnecting the battery resets more than the screen and may need a radio security code afterward. If you are at all unsure, leave this one to a professional.

LAST RESORT

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17. The Radio Security Code Know your code before you cut the power. Here's an important catch with disconnecting the battery. Some cars, especially certain older or European models, have an anti-theft feature where the radio locks itself and asks for a security code once power's been cut and restored. If you don't have that code, you can be locked out of your own radio until you track it down, usually from the dealer with your vehicle's details, which is a hassle. So before anyone disconnects the battery, it's wise to know whether your car has such a code and where to find it; it's sometimes in the glovebox paperwork or owner's manual. This is another good reason that disconnecting the battery is often best handled by someone who knows to check first. GOOD TO KNOW Not all cars have a radio security code, but some do. It's worth finding out before the battery is ever disconnected, not after. WHEN TO WORRY 18. A Known Glitch or the Dealer Telling a software bug from a real fault. How do you know whether your freezing screen is a harmless glitch an update will fix, or something that needs the dealer? A few signs point to the dealer. If the screen freezes constantly no matter how often you reset it, if it's stuck restarting over and over in a loop, or if a reset works but the problem comes right back every drive, those suggest a deeper issue or a known fault that needs professional attention. Carmakers sometimes issue official notices about such problems, and a dealer can apply the fix, often free if it's a known issue or under warranty. A screen that glitches once in a blue moon and resets fine, by contrast, is just a normal hiccup. What you see What it likely means Freezes once, resets fine Normal hiccup, don't worry Keeps freezing every drive May need a software update Stuck restarting in a loop See the dealer Reset won't hold at all See the dealer or a pro

WHEN TO WORRY

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19. Looking Up Recalls and Notices Your problem may already have a fix. If your screen trouble keeps coming back, it's worth checking whether the carmaker already knows about it. Manufacturers issue recalls and technical service notices, which are official bulletins describing known problems and their fixes, often including infotainment bugs. A quick way to check is the government's safety website using your car's identification number, or simply calling your dealer and asking if there's a known issue for your model. If there is, the fix is often a software update the dealer can apply, sometimes at no charge. This saves you chasing a problem that the carmaker has already solved. If you'd like, I can help you look up whether your car has any such notices for its screen. GOOD TO KNOW A quick call to the dealer asking 'is there a known issue with the screen on my model' can save a lot of guesswork. They often already have the fix. SYMPTOMS 20. When the Screen Goes Black Dark screen, but the car's fine. A screen that's gone completely black and dark is startling but usually fixable. First, try the soft reset, holding the power button, since a black screen is often just a frozen one that didn't light back up. Check that you didn't accidentally turn the display off, as some cars have a screen-off button or setting for night driving. If a reset brings it back, wonderful. If the screen stays stubbornly dark through a reset, that's when a blown fuse or a hardware issue becomes more likely, and it's time to check the fuse or get it looked at. Remember throughout that the car itself drives fine, so a black screen is never an emergency on the road. Try a soft reset first; a black screen is often just frozen. Check you didn't turn the display off by accident. If a reset brings it back, you're done. If it stays dark, check the fuse or have it looked at.

SYMPTOMS

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21. A Slow, Laggy Screen When taps take forever to register. Sometimes the screen isn't frozen but just painfully slow, where you tap and wait, and it responds a few seconds later. This sluggishness often builds up over time, much like an old computer that's gotten slow, and the cures are similar. A soft reset frequently restores its pep by clearing out whatever was bogging it down. Cleaning out that overstuffed Bluetooth list helps too, as does making sure the software is up to date, since updates often improve speed. If it's slow only when very hot, that's the heat protection again. Persistent, worsening slowness that none of this helps can point to the system aging or a fault worth having checked, but start with the restart and the cleanup. TIP A laggy screen often perks right back up after a restart, just like an old computer does. Make the reset your first move. SYMPTOMS 22. The Touch Won't Respond The screen's on, but ignores your taps. Occasionally the screen is lit and showing everything normally, but it simply won't respond to your touch, as if it can't feel your finger. First, make sure the screen is clean and dry, since a greasy or wet screen, or using it with gloves, can throw off the touch sensing. Wipe it with a soft cloth. If it's clean and still unresponsive, a soft reset is the next step and usually brings the touch back. If after a reset the display works but touch stays dead, that points more toward a hardware issue with the touch layer itself, which would need professional repair. But a clean screen and a restart solve the great majority of unresponsive-touch cases.

- 1 Wipe the screen clean and dry with a soft cloth.
- 2 Make sure you're not wearing gloves that block touch.
- 3 Do a soft reset to bring the touch sensing back.
- 4 If touch stays dead after a reset, have it looked at.

SYMPTOMS

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23. Stuck in a Reboot Loop When it keeps restarting itself. A reboot loop is when the screen keeps restarting over and over, showing the logo, then going dark, then the logo again, never settling into normal use. This is more serious than a one-time freeze and usually points to a software problem the system can't recover from on its own. A manual soft reset is worth a try, but a true reboot loop often won't be cured by it. This is a case for the dealer or a professional, who can reload the software properly. It may be tied to a known bug with a waiting fix. So if you see this persistent restarting, don't keep fighting it; it's a sign to get professional help rather than a quick home fix. WATCH OUT A screen stuck endlessly restarting usually needs professional attention, not just another home reset. It often points to a software problem that needs reloading. SAFETY 24. The Backup Camera and the Screen A safety reason to get it fixed promptly. Here's one practical safety point. On most cars, the backup camera shows its view on that same infotainment screen. So when the screen is frozen or black, your backup camera is out too, and you lose that helpful view when reversing. While your mirrors still work and careful backing is perfectly safe, it's a good reason not to just live with a broken screen indefinitely. If the screen won't come back and you've gotten used to relying on the camera, be extra careful reversing, turn and look over your shoulder, and get the screen sorted sooner rather than later. It's not just about the radio; it's a genuine safety feature tied to that display. GOOD TO KNOW A frozen screen means no backup camera. Use your mirrors and look over your shoulder when reversing until it's fixed.

PREVENTION**15. For electrical, gas, water, or ladder work, please call a licensed professional. — Bill's Home Tech**

25. Keeping It From Happening Again A few habits that head off freezes. A handful of simple habits make freezes much rarer. Keep the infotainment software up to date, since updates fix the very bugs that cause freezing. Keep the Bluetooth list trimmed to just the phones you use, so the system isn't juggling clutter. Keep the phone apps you use in the car, like your music and map apps, updated too. Try not to leave the car baking in full summer sun when you can help it, to spare the electronics from extreme heat. None of this is a guarantee, since computers will occasionally hiccup no matter what, but these habits genuinely cut down on the trouble and keep the whole system running smoothly for longer. Keep the car's infotainment software up to date. Trim the Bluetooth list to just the phones you use. Keep your phone's apps updated too. Park in the shade in summer when you can.

RESET 26. The Factory Reset The full wipe, and what it costs you. Beyond a soft reset, most systems offer a factory reset, which wipes the screen back to how it was when the car was new. This is a bigger step, useful for a system that's persistently misbehaving, but it erases your settings along the way: your saved radio stations, paired phones, navigation favorites, and preferences all go. You'd find it buried in the settings menu, often under General or System. Because you lose your settings, save a factory reset for when the gentler fixes haven't worked, and write down your settings first so you can put them back. It often does clear up stubborn glitches, but it's more involved than the quick restart, so treat it as a considered step. WATCH OUT A factory reset erases your saved stations, paired phones, and preferences. Only use it when gentler fixes have failed, and note your settings first.

RESET**16. For electrical, gas, water, or ladder work, please call a licensed professional. — Bill's Home Tech**

27. Write Down Your Settings First So you can put everything back after. Before any factory reset, or before the battery gets disconnected, spend a few minutes jotting down your settings so you can restore them afterward. Note your saved radio stations, which phones are paired, your home and favorite navigation destinations, and any display or comfort preferences you've set just so. It's a small chore that saves real frustration later, because rebuilding all of that from memory is annoying, and you'll inevitably forget a station or two. Keep the list in the glovebox. Then, after the reset, you can calmly set everything back the way you like it. I'm always glad to help with this part too, both the writing-down and the putting-back, so nothing gets lost in the shuffle. Note your saved radio stations. List which phones are paired. Write down home and favorite navigation spots. Jot any display and comfort preferences you've set. RECAP 28. The Whole Thing in a Nutshell A calm summary to keep handy. Let me pull it all together. A frozen, black, or laggy car screen is almost always a software hiccup, not a broken car, and your first move is a soft reset: parked, hold the power or volume button until it reboots, then wait. If it keeps happening, look to the usual suspects, too many paired phones, a glitchy app, extreme weather, or buggy software that an update will fix. Check the fuse if it's fully dead, and leave the battery-disconnect last resort to a pro because of the security-code catch. See the dealer for reboot loops, known glitches, or a reset that won't hold. And never, ever work on the screen while driving. That's the whole calm picture. Situation Your move Frozen or black Soft reset, parked Keeps freezing Update the software Totally dead after reset Check the fuse Reboot loop or won't hold See a pro or dealer

SCREENS

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29. The Gauge Cluster Is Separate Your speedometer isn't the center screen. It's worth understanding that most cars have more than one screen, and they're separate systems. The big touchscreen in the middle is the infotainment. But the display behind the steering wheel, showing your speed, fuel, and warning lights, is the instrument cluster, and on many newer cars that's a screen too. The good news is these are usually independent, so if the center infotainment screen freezes, your gauges keep working fine, and you can still see how fast you're going and whether any warning lights are on. That's reassuring, because the information you truly need to drive safely lives in the cluster, not the center screen. Occasionally the cluster itself can glitch, showing odd readings or going briefly blank, and the same idea applies: it's usually a software hiccup that a restart of the car sorts out, and the car underneath is fine. If your gauges ever act strangely and don't settle after turning the car off and on, that's worth having checked, since you rely on them to drive. But a frozen center screen alone leaves your real driving information untouched. The center touchscreen and the gauge cluster are separate. A frozen center screen leaves your speedometer working. The cluster holds the information you need to drive safely. If the gauges themselves act up and won't settle, have them checked. **GOOD TO KNOW** Even with a frozen center screen, your speedometer and warning lights keep working. The information you need to drive is on a separate display.

MORE FIXES

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30. Voice and Steering-Wheel Controls You can still do a lot without the touchscreen.

When the touchscreen is frozen or unresponsive, you're not necessarily stuck, because most cars give you other ways to control things. The buttons on your steering wheel usually handle volume, changing radio stations or tracks, answering calls, and sometimes activating voice control, all without touching the screen at all. Many cars also have a voice-command button that lets you say things like call home or play the radio, which keeps working even when the screen won't respond. And plenty of cars still have physical knobs and buttons for the radio and climate alongside the screen. So if the screen locks up on a drive, you can often still adjust the volume, change the station, take a call, and control the heat using these other controls, comfortably and safely, until you can park and do a proper reset. It's a good reason to learn what your steering-wheel buttons do before you ever need them. Knowing you have these backups takes a lot of the panic out of a frozen screen, because the car remains perfectly usable while you wait to restart it.

Steering-wheel buttons handle volume, stations, and calls. A voice-command button often works when the screen won't. Many cars keep physical knobs for radio and climate. Learn what your steering-wheel buttons do ahead of time. **TIP** Get to know your steering-wheel buttons now, while the screen works. They become your backup controls the day it freezes.

CAUSES**19. For electrical, gas, water, or ladder work, please call a licensed professional. — Bill's Home Tech**

31. A Weak 12-Volt Battery Low power can make the screen act strangely. Here's a cause people rarely think of: a weak or aging car battery. The infotainment screen is a little computer, and like any computer, it behaves oddly when its power supply is low or unsteady. A battery that's getting tired, especially in cold weather or after the car has sat unused for a while, can cause the screen to reboot on its own, flicker, be slow to start, or throw up strange glitches. If your screen trouble comes alongside other signs of a weak battery, like the engine cranking slowly when you start it, dim lights, or the car struggling after sitting a few days, the battery may well be the real culprit, and the screen is just the messenger. In that case, no amount of resetting the screen will fix it; the battery needs testing and likely replacing. A car battery typically lasts several years, less in our cold winters, so if yours is getting on in age and the screen has started misbehaving, it's worth having the battery checked, which most auto-parts stores and mechanics will do quickly and often for free. A weak battery can make the screen reboot, flicker, or lag. Watch for slow cranking, dim lights, or trouble after sitting. Cold winters shorten battery life, worsening the problem. Have the battery tested; many shops check it quickly and free. **GOOD TO KNOW** If the screen misbehaves and the car also cranks slowly or struggles after sitting, suspect the battery, not the screen itself.

AFTER

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32. After an Update, a Shake-Out Drive Give a fresh update a little time to settle. When you install a software update for the infotainment, don't be alarmed if the system behaves a little oddly for the first drive or two afterward. It's common for the screen to be slow, to re-pair your phone, or to need you to set a preference again right after an update, as it settles into the new software and rebuilds its settings. This usually sorts itself out within a drive or two and is nothing to worry about. If, however, an update makes things clearly worse and they stay worse, a new freeze that wasn't there before, or a feature that stopped working, note it down, because occasionally an update introduces its own bug, and the carmaker will usually follow with a fix. In the meantime a soft reset often smooths out the post-update jitters. So give any fresh update a short shake-out period before judging it, keep an eye on how it behaves, and only worry if a genuine new problem appears and sticks around. Most of the time, an update leaves the screen running better than before, which is the whole reason to install it. TIP A little oddness right after an update is normal as the system settles. Give it a drive or two, and do a soft reset if it stays jittery. EXTRA 33. Aftermarket Screens Are Different A screen you added yourself plays by other rules. Everything so far assumes the screen that came built into your car from the factory. If instead you've had an aftermarket screen installed, meaning a replacement radio and screen unit added later by a shop, the rules shift a little. These units are made by other companies, so the reset method, the menus, and the way updates work follow that maker's instructions, not the carmaker's. Many aftermarket units have their own reset button, often a tiny recessed one you press with a pin, or their own button combination. If you have one of these and it's freezing, dig out the manual that came with it, or contact the shop that installed it, since they know that particular unit. The good news is that aftermarket units can often be updated or reset just like the factory kind, and a reputable installer stands behind their work. If you're not sure whether your screen is factory or added later, I can tell at a glance, and either way I'm glad to help you find the right fix for your specific setup.

GOOD TO KNOW

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An aftermarket screen was added later, not built in at the factory.

Its reset method and menus follow that maker's instructions. Many have a tiny recessed reset button pressed with a pin. Check its own manual or ask the shop that installed it. Not sure if your screen is factory or added later? I can tell at a glance, and the right fix depends on which it is. GET HELP 34. When to Call Bill I'll sort out the screen and spare you the worry. If your car screen is misbehaving and the resets aren't sticking, don't wrestle with it alone. In a short visit, right in your driveway, I can find the right reset for your car, clean up the Bluetooth clutter, check for software updates and apply them, and figure out whether it's a simple glitch or something the dealer should see. If a fuse or a battery-disconnect is involved, I'll handle it properly, security code and all, so you don't lose your radio or your settings. With more than thirty years of doing this kind of work for folks here in Portage County, I'll explain everything in plain English and stand behind it with a friendly guarantee. Call me at (330) 200-8042, and Sophie or I will set up a time. No rush, and no pressure. CHEAT SHEET Everyday Cheat Sheet Keep this page handy. It points you straight to what to do for each task. I want to... Do this The screen is frozen A soft reset usually fixes it, parked How to soft reset Press and hold the power or volume button a while Which button exactly Check the owner's manual; it varies by brand It keeps happening A software update often cures a known glitch Screen went black Try the reset; check the fuse if it stays dark Nothing works A pro can disconnect the battery safely Is my car broken Usually no, it's just the software When to see the dealer Reboot loops, recalls, or a reset that won't hold Get help Call Bill: (330) 200-8042

HOW I CAN HELP**22. For electrical, gas, water, or ladder work, please call a licensed professional. — Bill's Home Tech**

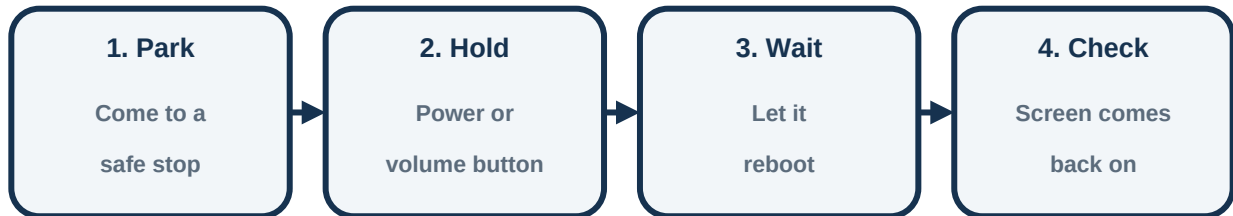
Your Visit — and My Promise In-home visit — \$99 flat for your first visit. No contracts and no surprise charges, and a 30-day follow-up is included. Remote Support — \$49 for a screen-share session. I only connect with your permission, you watch the whole time, and you can end anytime. If I can't fix it over the screen-share, I refund the \$49 — and if it turns out you need me in person, that \$49 goes toward your visit. It's included free for Support Plan members (\$39/mo). GOOD TO KNOW My promise — If you're not 100% satisfied with your visit, I'll come back at no charge, or refund the full \$99. No questions, no awkwardness. That's how I'd want to be treated. Call or text (330) 200-8042 · Book a visit: billshometech.com/book · bill@billshometech.com This free guide is for general information only — not professional advice, and no substitute for your device's own manual. Any prices or outside products mentioned can change; please confirm current details before you buy. Please use your own good judgment and follow it at your own risk — for anything involving electricity, gas, water, or heights, stop and call a licensed professional. Bill's Home Tech and Bill Davis can't be responsible for any damage, data loss, or injury that results. © 2026 Bill's Home Tech, LLC.

AT A GLANCE

A Picture to Follow Along

Frozen screen fix

Do this parked.

**Illustration — a schematic. The order is a suggestion; do one box at a time.**

A schematic of the plan — company steps vary; the order does not have to.

AT A GLANCE

A Second Look

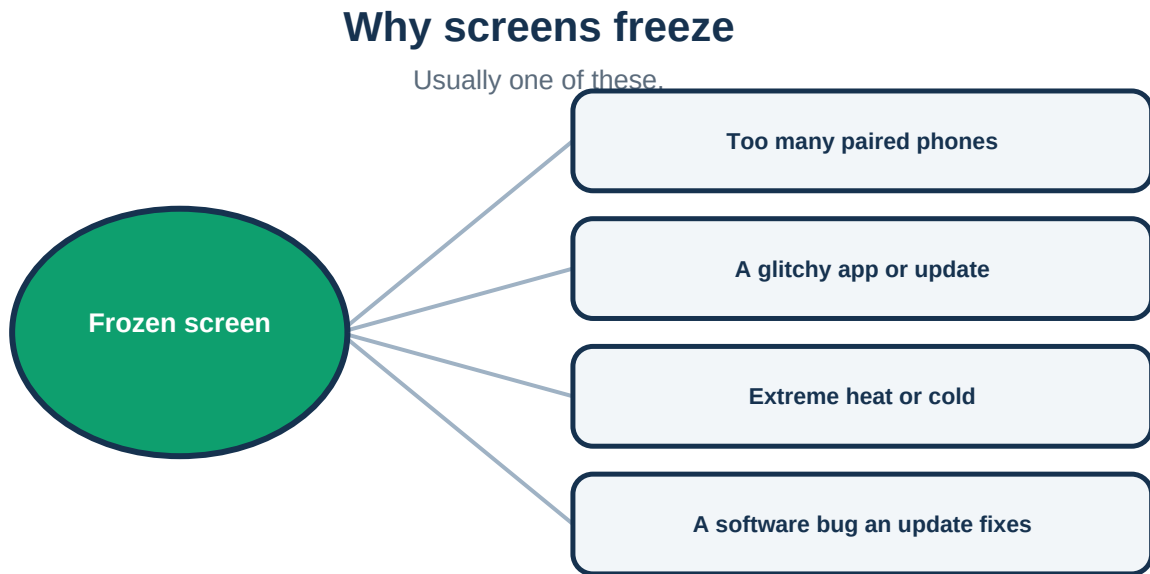


Illustration — a schematic. Set-up screens differ; each takes only a few minutes.

BEFORE YOU GO

A Note From Bill

A quick note from Bill. I write these guides to make home tech a little less frustrating, and I do my best to keep every step accurate and up to date. Still, every home, device, and setup is a bit different, so I can't promise a guide will match yours exactly or fix your particular problem. These guides are for general information only — they're not professional, legal, or financial advice, and they don't replace your device's own manual or the manufacturer's instructions. Please go slow, use your own good judgment, and use everything here at your own risk. If a step involves electrical wiring, a gas appliance, a water heater, plumbing, or climbing a ladder — or if anything just doesn't feel safe — please stop and call a licensed professional (or give me a call at 330-200-8042). Bill's Home Tech and Bill Davis can't be responsible for any damage, data loss, or injury that results.



HOW I CAN HELP

Your Visit — and My Promise

In-home visit — \$99 flat for your first visit. No contracts and no surprise charges, and a 30-day follow-up is included.

Remote Support — \$49 for a screen-share session. I only connect with your permission, you watch the whole time, and you can end anytime. If I can't fix it over the screen-share, I refund the \$49 — and if it turns out you need me in person, that \$49 goes toward your visit. It's included free for Support Plan members (\$39/mo).

GOOD TO KNOW

My promise — If you're not 100% satisfied with your visit, I'll come back at no charge, or refund the full \$99. No questions, no awkwardness. That's how I'd want to be treated.

Call or text **(330) 200-8042** · Book a visit: **billshometech.com/book** · **bill@billshometech.com**

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