

## STAR ONLINE PUBLICATION

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**Case Number:** S1908000102

**Release Date:** 02/08/2020

**Symptom/Vehicle Issue:** Audio Mute On All Sources Except AM

**Discussion:** Radio mutes and audio does not return even after a key cycle. The radio audio can become locked and muted due to a timing issue. AM band does not use the same timing process as the other modes. Change to AM mode to correct the intermittent concern. Also a 30min sleep cycle will recover the audio OR change the source to AM and then back to the prior source to recover the audio.

**Do not replace radio.** This is a software issue. A software enhancement is being developed and tentatively available 1st quarter 2020.

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 or eCONTACT ticket if no solution is found**