

STAR ONLINE PUBLICATION

Case Number: S2008000034

Release Date: 04/01/2020

Symptom/Vehicle Issue: TravelLink Will Not Load In Split Screen Mode Display Shows No Data Available

Discussion: TravelLink will not load in split screen mode. Display shows "no data available" When not in split screen the Travel link app works but only certain functions may have information. Radio software update corrects the concern. LR33.3 available via FOTA in 2nd quarter 2020. Do not replace the radio for this intermittent concern

Do Not Replace the Radio for this intermittent concern.

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