

STAR ONLINE PUBLICATION

Case Number: S2008000035

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Symptom/Vehicle Issue: Far End Caller Can Not Hear Driver During Phone Call

Discussion: During a bluetooth call or CarPlay/Android Auto call, the far-end caller suddenly can't hear the driver.

Temporary resolution: Driver should transfer call to handset to eliminate the mute symptom. Driver can then transfer call back to handsfree mode.

Permanent : Radio software update will be to level LR33.3. Available via FOTA in 2nd 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