

STAR ONLINE PUBLICATION

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Symptom/Vehicle Issue: Radio Resetting Every 20 To 30 Seconds

Discussion: Radio may reset when loading the phonebook for a bluetooth connection. This results in the radio resetting continuously with about ~20 sec of operation between each reset. Radio software enhancement will help with this in software level LR33.3 which is available via FOTA 2nd quarter 2020.

Recommended steps are to disable the phone's bluetooth to stop the reset. Then delete the phone from the radio's bluetooth menu. The phone can be safely re-paired.

If this doesn't work and the radio is at the latest software, LR33.3 or higher, the radio will need to be replaced.

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