

STAR ONLINE PUBLICATION

Case Number: S2008000045

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Symptom/Vehicle Issue: Apps Or Icons Grayed Out

Discussion: The customer may notice the radio has Apps or Icons that are grayed out. These could be for the, RVC The Rear View Camera, SXM, or heated seats. They appear as if they are not loaded completely or a loss of configuration. Perform two radio resets through wiTECH and two bus sleep cycles to verify not a configuration issue. Configuration issue can be caused by power disconnect or a software update to the radio.

This symptom was corrected in radio software JR/LR 33.3, available 2nd quarter 2020 FOTA.

If SXM icon remains grayed out after update, open a STAR case to possibly replace the radio for a hardware issue in the SXM module.

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