

## STAR ONLINE PUBLICATION

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**Case Number:** S2008000048

**Release Date:** 04/23/2020

**Symptom/Vehicle Issue:** Phone Contacts Will Not Load

**Discussion:** Phone will pair and connect via bluetooth, but phone contacts won't load. A software enhancement will be available in radio software update JR/LR 33.3. Available via FOTA 2<sup>nd</sup> 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**