

## STAR ONLINE PUBLICATION

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**Case Number:** S2008000059

**Release Date:** 04/28/2020

**Symptom/Vehicle Issue:** Error Code 20 Message On the Radio Screen

**Discussion:** This represents an internal hardware failure in the radio. The radio function can't be recovered. Replace the radio.

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**