

## STAR ONLINE PUBLICATION

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**Case Number:** S1908000101

**Release Date:** 5/02/2020

**Symptom/Vehicle Issue:** Remote Phone App Does Not Communicate With Vehicle Radio

**Discussion:** The customer may find the remote vehicle app does not work. Customer can't remote start, lock or unlock the vehicle with the remote app. The App may state on the phone App and website that the remote command was received, but the vehicles doesn't respond. This may be whether or not the vehicle bus was awake. The radio modem doesn't wake up when the command is sent. This is due to the radio modem not staying online and listening for a remote command messages when it has gone to sleep.

**Do not replace radio.** A software enhancement is available in levels  $\geq$  MR28.3 for 8.4", NR28.1 for 12". Verify radio is at those software levels. If concern is still there with radio updated, open a STAR case.

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**