

STAR ONLINE PUBLICATION

Case Number: S1808000235

Release Date: 05/09/2020

Symptom/Vehicle Issue Sound Distortion After FOTA Update Audio Sounds Muffled Has Too Much Bass or Flat Sounding

Discussion: Customer may have noticed with the latest FOTA update software, the radio audio sounds muffled, flat sounding or has too much bass. Engineering is reviewing the concern and working on a resolution. The customer can use the Audio Equalizer to try and adjust Bass and Treble. Go to Settings, Audio and Equalizer to make EQ adjustments.

DO NOT REPLACE THE RADIO, ANTENNA, SPEAKERS, AMPS FOR THIS CONCERN. Verify software is IR 22.6 or higher.



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