

## STAR ONLINE PUBLICATION

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**Case Number:** S2008000002

**Release Date:** 06/12/2020

**Symptom/Vehicle Issue:** Speaker Makes Crackle Popping Noise

**Discussion:** Customer complaint of speaker(s) makes crackle / popping noise while playing music on Carplay, Android Auto, SXM, FM or AM radio.

1. Try to duplicate the customer's concerns. Engine is on, slowly increasing audio output volume.
2. Verify if the vehicle is built with base speaker system without an amplifier (sales code RCG).
3. Verify if the radio software version is MR28.3.
4. **Do not replace the radio head unit or speakers.**
5. Radio software enhancement JR30.21 will resolve when available.

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**