

STAR ONLINE PUBLICATION

Case Number: S2008000094

Release Date: 06/30/2020

Symptom/Vehicle Issue: Uconnect Market Place APP Fatal Error Message

Customer Complaint/Technician Observation: Owner complains when attempting to use the radios MARKET PLACE APP, the radio responds with a fatal error message. Technician attempted to connect in an open area outside with the same result.

Discussion: The Market app will be updated via the AOTA (app over the air) process. It does not require any sort of customer intervention (as opposed to FOTA, which the customer has to accept). The error creating the connectivity issue is being investigated and expected to be corrected by early to middle July 2020. No parts or repairs should be attempted at this time, the concern is not with the equipment within the vehicle Fig 1, 2, 3.



Fig 1

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

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Fig 2

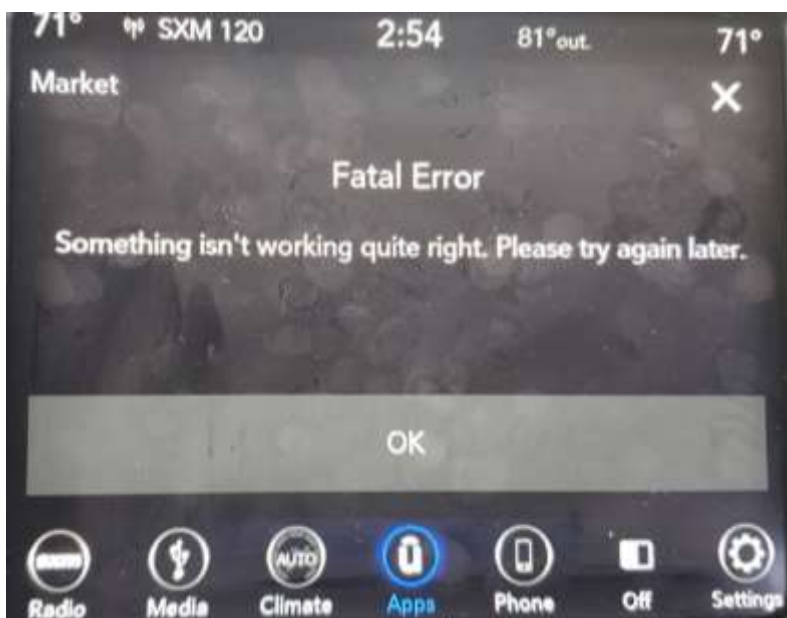


Fig 3

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