

## STAR ONLINE PUBLICATION

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**Case Number:** S1908000046 – REV. B

**Release Date:** 10/03/2020

**Symptom/Vehicle Issue:** Audio Cuts Out In Two Second Intervals On Any Mode Or No Audio On Any Mode

**Discussion:** The customer may experience the vehicles radio audio cutting out in two second intervals on any radio mode or no audio on any mode. As a test, disconnect the digital rear camera to observe if the issue goes away. **Reconnect camera after test.** If the camera is the root cause:

Update the camera to PN:  
MY18 OLD JL 68288397AC  
MY19 NEW JL 68414411AA

MY19 OLD DT 68322864AF  
MY19 NEW 8/1/18 68414414AA

**Do not replace radio and amplifier for this concern.** Replace camera only if issue is repeatable and vehicle has the amplifier sales code RC3, RC4, RCA, or with ANC JLW with 6 Speaker system RCG (JLW+RCG).

Do not replace camera for vehicles with sales code of RCH, continue with normal diagnostics for no audio.

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**