



STAR ONLINE PUBLICATION



Case Number: S1808000221 REV. B

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Symptom/Vehicle Issue: Cluster Does Not Retain Selected Radio Theme Update

Customer Complaint/Technician Observation: Owner complains after a screen display selection change request is made in the radio for a different theme (splash screen), the cluster goes back to original setting after the vehicle is keyed off.

Discussion: The current theme is restored to the original special-package value every time the key is cycled, a value that needs to be sent to the cluster from the radio at a preset timing. Currently the timing is in "error" and the cluster returns to its default.

Do not replace any parts at this time, the field will be notified when service updates are available. Radios at software Level MR can use current software updates available to resolve this complaint, vehicles built prior to July 2019 with radio software levels of IR are expected to have updates available by the first quarter 2021.

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