



STAR ONLINE PUBLICATION



Case Number: S2008000190

Release Date: 11/26/2020

Symptom/Vehicle Issue: User Is Unable To Create A New Profile In The R1H Radio Uconnect 5

Discussion: User is unable to create a new profile in the R1H Radio. Soft keys are not visible on the radio to add a new profile. This feature is **Not** available on early built vehicles.

Do Not Replace The Radio (ETM), TBM, or Display for this concern. This feature is not available on early built vehicles. The feature will be activated by an over-the-air update in 2021.



Fig 1 Add New Profile.

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