



STAR ONLINE PUBLICATION



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Symptom/Vehicle Issue: Assist Hard Button Inoperative And Apps Intermittent Functionality

Discussion: Customer may notice the Assist hard button only working once per key cycle or Apps that require connectivity may not function properly. The Assist feature is accessible only through the Soft button controls after the 1st time using the hard button control. The 2nd push and subsequent pushes of the Assist hard button don't work. The Assist hard button and soft control should behave exactly the same. Also, some apps that require connectivity may not work due to a loss of connectivity related to TBM connectivity.

Do Not Replace The TBM or The Radio: A TBM software enhancement FOTA is coming late 4th quarter 2020.

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