

STAR ONLINE PUBLICATION

Case Number: S2008000114

Release Date: 08/05/2020

Symptom/Vehicle Issue: SXM Is Inoperative, Button Grayed Out Or Stuck In Loading Screen

Discussion: SXM is inoperative, SXM button grayed out, or radio screen showing SXM loading after radio software update through FOTA or USB to LR34.2.

Connected service like SOS or UConnect Guardian maybe inoperative in the same time. Customer can still hear other source audio, and backup camera still works.

To correct:

1. Put radio in a deep sleep (45 min), make sure vehicle bus system goes to sleep.
Then verify SXM function recovers after ignition on.
2. If SXM is still inoperative, perform two radio resets with Witech.
Then do two bus sleep cycles. Put radio in a deep sleep (45 min). Check function.
3. If SXM button is grayed out or stuck in the loading screen still,
replace the radio.

This is a known radio software issue after a radio software update to LR34.2. A software enhancement will be released tentatively in 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