

STAR ONLINE PUBLICATION

Case Number: S1908000046 – REV. A

Release Date: 08/20/2020

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.** The camera is the root cause.

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

MY19 OLD DT 68322864AF
MY19 change 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 (JLW+RCG).

Do not replace camera for vehicles with amplifier sales code of RCH.

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