

STAR ONLINE PUBLICATION

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Symptom/Vehicle Issue: Radio Resets While Driving Under 1000 RPM

Discussion: The customer may be observing a radio reset while driving as the vehicle comes to an idle. The radio reset may be intermittent or every day. The fault is RPM dependent at idle. Radio may continue to reset while engine RPM is below 1000 RPM. This effects 2020 MY vehicles with 8.4" UAM radio and an EcoDiesel engine EXH option.

Do Not Replace The Radio: An exchange or a new radio will not resolve the concern. The problem is with the communication network overloading the radio and causing it to reset. There is no fix at this time. Engineering is investing the root cause. No ETA on resolution.

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