



STAR ONLINE PUBLICATION



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Symptom/Vehicle Issue: Favorite Song On-Air Alert List Empty

Customer Complaint: Customer may notice SAT > Favorites > On-Air screen empty after selecting "Fav artist / song on air" pop-up notification.

Discussion: The customer may not be able to tune and listen to FAV artist / song, after select the "Fav artist / song on air" pop-up notification on the status bar. Due to communication error between the App and XM SDK, the FAV list won't be extracted successfully. The screen just shows an empty list.

Do not replace radio for this concern. Sometime it will recover in the same Ignition after few minutes for next notification. Worse case it can recover after long Ignition cycle. A software update is tentatively scheduled for release in 2nd Qtr 2021.



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