



## STAR ONLINE PUBLICATION



**Case Number:** S2108000265

**Release Date:** November 2021

**Symptom/Vehicle Issue:** The DTC B221F-00 Amplifier Internal Fault Set With No Audio Functionality Concerns

**Discussion:** The DTC B221F-00 is found on RCA amp equipped vehicles and the audio is functioning correctly. The amp is setting a false B221F-00 amp internal fault DTC on the "RCA" sales code amp (RCA - 19 Spkr High Performance Audio). This is a known software issue that has no impact on audio functionality. The DTC is due a CAN Micro checksum error at startup.

If the DTC B221F-00 Amplifier Internal Fault is seen on the vehicle and the audio is not functioning, this SOL does not apply. Follow the standard diagnostics process.

**Dot Not Replace the Amplifier** at this time. A software enhancement will be available tentively by the end of December.

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**