



## STAR ONLINE PUBLICATION



**Case Number:** S2108000275

**Release Date:** November 2021

**Symptom/Vehicle Issue:** Sirius XM Screen Frozen At Start Up

**Discussion:** The customer may experience a frozen Sirius XM (SXM) on start up. The radio will recover. This is caused by SXM module issue on prior module shutdown. Engineering is aware, and a software enhancement is tentative 1<sup>st</sup> quarter 2022.

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**