



## STAR ONLINE PUBLICATION



**Case Number:** S2108000264 – REV A

**Release Date:** November 2021

**Symptom/Vehicle Issue:** Audio Distortion Or Static Playing Through Speakers

### **Customer Complaint/Technician Observation:**

Customer may hear audio feedback from speakers with radio ON and no media playing. Noise may be heard when volume is turned down while music is playing or when volume high with no music playing. The noise may become more prominent during phone calls on Bluetooth. Noise can be described as: “Hissing”, “Water sprinkler” or “Salt Shaker” like sound.

### **Short Term Fix:**

The issue may be intermittent and clear after a key cycle.  
If the issue is persistent, the radio will need to be recalibrated.  
Locate the calibration routine in wiTECH under ETM> Miscellaneous> R1H Internal Amplifier Calibration.

### **Long Term Fix:**

Engineering is working on a software enhancement (Over-The Air) with tentative release in December 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**