



## STAR ONLINE PUBLICATION



**Case Number:** S2008000195

**Release Date:** 01/05/2021

**Symptom/Vehicle Issue:** Radio Displays Android Recovery Message

**Discussion:** The radio may display the “Android Recovery Message” on the display screen. This message is displayed due to a low/critical vehicle battery. To recover, select the reboot option displayed on the screen or perform the 1 button reset of the radio.

**NOTE:** It is necessary to have an appropriately charged vehicle battery prior to performing the reboot or reset.

Press and hold the blue text of: "Factory Data Reset" or press and hold the power button for 10 seconds (1 button reset) to recover.

Recovery mode is built into Android by Google, and intended to provide users a way to recover any Android device. It's designed to catch instances where the radio will not fully boot. Examples include: Low battery power, Full/corrupt data partition, issues with critical services not starting up (like audio or tuner)

**Do not replace the radio** or any other modules if the “Android Recovery” message is displayed. A future software enhancement will be available via FOTA or USB tentatively 1<sup>st</sup> quarter 2021. This software will eliminate the recovery message in the event the radio experienced one of the issues listed above.

Customers should also consider the soft reset option if necessary to clear any faults by pressing and holding the power button for 10 seconds.

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**



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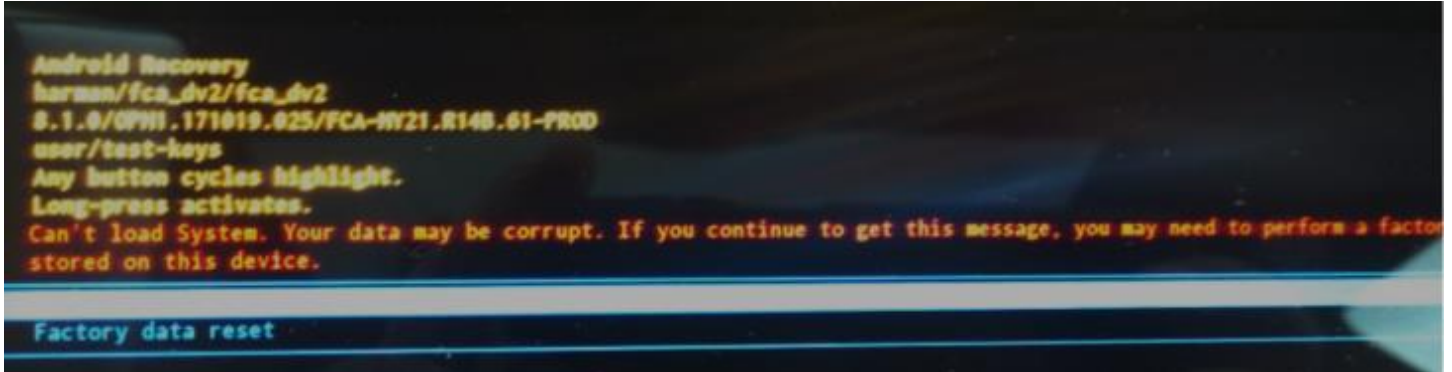


Figure 1

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