



## STAR ONLINE PUBLICATION



**Case Number:** S2108000191

**Release Date:** August 2021

**Symptom/Vehicle Issue:** Audio Cuts Out And Radio Screen Goes Black Intermittently

**Discussion:** Customer may intermittently experience audio cuts out and radio screen going black. Check the radio connectors are fully seated and that the secondary (red) latch is secured/seated.

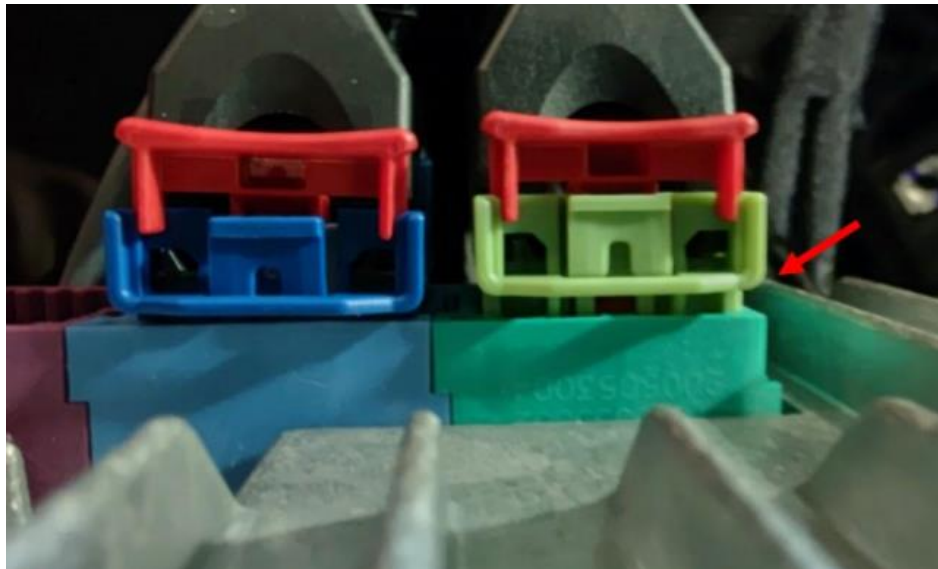


Fig. 1

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**