



## STAR ONLINE PUBLICATION



**Case Number:** S2108000201

**Release Date:** August 2021

**Symptom/Vehicle Issue:** R1 High Radio Set Code U0155 Lost Communication With Cluster

**Discussion:** Dealer Technician may find an active code in the radio/ETM U0155 Lost Communication with Cluster. This code can be triggered by the plants end of line process and the dealer may find it during new vehicle prep. To move the DTC from ACTIVE to STORED: perform a hard reset on the radio by holding down the radio power button for 10-12 seconds, then wait ~30 seconds for the radio to boot up. At this point, the DTC will be seen as STORED, and it can be cleared. The code should not return after it is cleared. If the code resets, then perform normal code diagnostics.

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**