



## STAR ONLINE PUBLICATION



**Case Number:** S2008000204

**Release Date:** August 2021

**Symptom/Vehicle Issue:** Radio Lockup In The Software Installation Screen After Accepting FOTA Update

**Technician Observation:** The customer may experience radio lock up in the software update installation screen after accepting a FOTA update. This screen may remain on after vehicle ignition off, and cause battery drain. The radio may turn to black after long period of time. The radio may appear red on the topology screen and show offline.

**Discussion:** Radio stuck in the software installation screen is due to a USB device plugged in, which interferes the installation process.

1. Please verify and REMOVE all external devices connected in the media hub.
2. Disconnect the battery cable and reconnect it after 5 minutes, if radio shows offline
3. The software installation should restart automatically. Please follow the instructions on the screen.

**Do not replace the radio head unit for this concern.** Software fix for this issue is planned in Q4 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**



## STAR ONLINE PUBLICATION

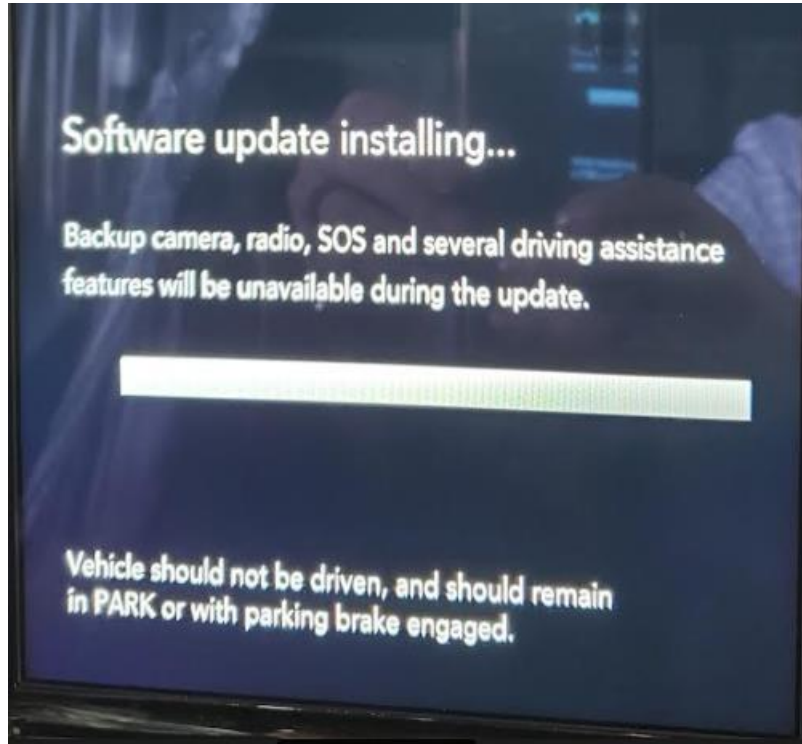


Fig. 1

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**