

## STAR ONLINE PUBLICATION

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**Case Number:** S2008000041 – REV. A

**Release Date:** 02/05/2021

**Symptom/Vehicle Issue:** Device Not Supported Message On Radio Screen

**Discussion:** Customer may notice the “device not supported” message on the radio screen when an iPhone or Android phone connected to the USB. The message may also show up while a paired device tries to connect to the radio with no cable plugged in.

If the issue only happens after USB cable connected, verify the cable, USB port and connections are clean and free of debris. If the message shows up while no device connected to the USB port, try to un-pair all devices and re-pair it again.

The issue may relate to radio software. A software enhancement will be in QR37.4 / PR37.4 or later software.

**Do not replace the radio for this concern.**

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**