



STAR ONLINE PUBLICATION

Case Number: S1908000022 – REV. B

Release Date: 03/25/2020

Symptom/Vehicle Issue: Navigation Search Feature Does Not Work

Discussion: A customer complains about the Navigation search feature not providing results on the 12 inch radio display. (COBS – Connected One Box Search)

This feature was deactivated with radio software 28.1 software level and vehicles built after January 2019. This feature was made available to radios at software level LR33.3.

Note: It also requires the customer to have an active Sirius Guardian subscription for the COBS online feature to work. Verify customer has active Sirius Guardian subscription.

To test for an active XM Guardian subscription, one can press the “Assist” button on the overhead console. If active, you will be connected to an agent to verify the subscription. If not active, you will receive a prompt on the radio screen with instructions to activate. Or check on Dealer Connect, Service, Single VIN Inquiry, under Uconnect Status.

The behavior of the COBS (Connected One Box Search) system can be confusing to the customer. If the customer types in an address in the search window, this activates the COBS system and **COBS attempts to search the internet** if a cell signal is present.

If a cell signal is not present, then the COBS system looks for the address or POI (Point of Interest) on the around the current location (Around Here) and if it's unable to locate the address, the radio can become unresponsive while the system is searching and it appears to the customer that a NAV lockup has occurred.

If the customer does not have a Sirius Guardian subscription, the radio will not be “online” and will show a message “**Searching Offline**” after initiating a search.

Resulting messages may include “Invalid Search”, “No Matching Results”.

These messages are per design since the VIN may not be registered on the Sirius XM server for the feature.

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

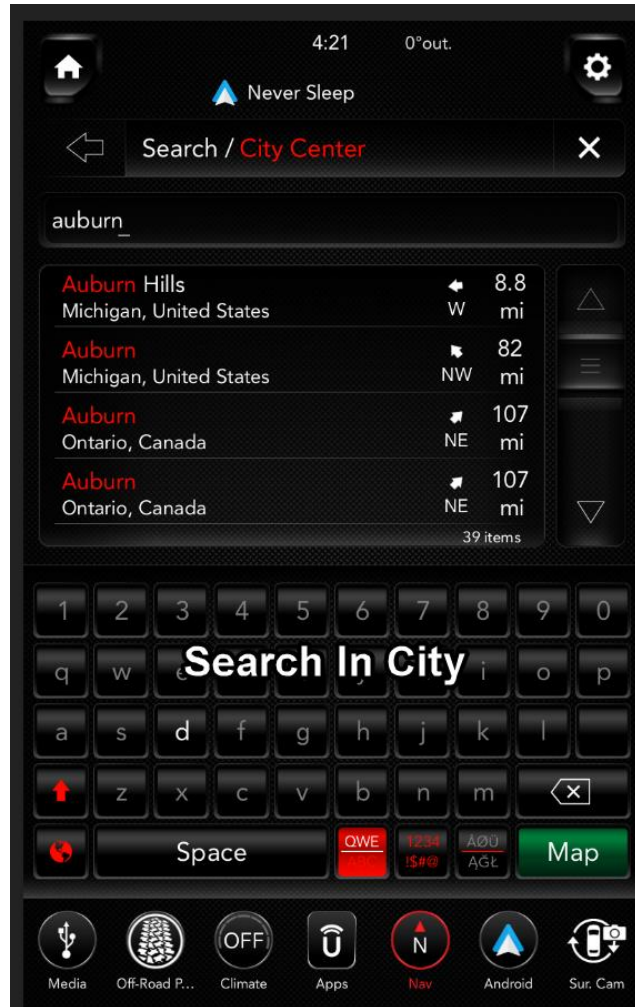
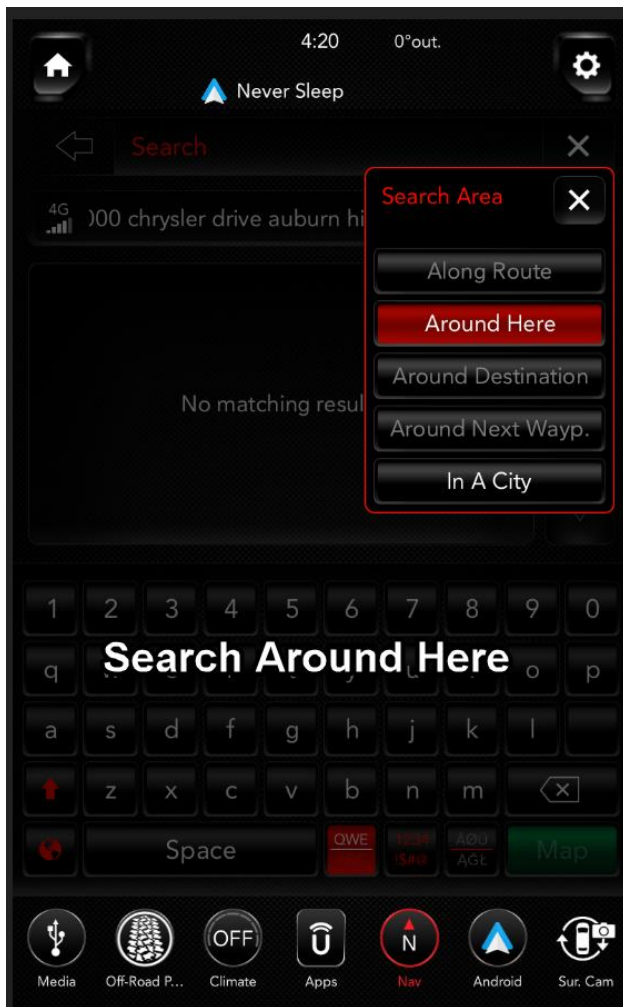
STAR ONLINE PUBLICATION

Here are some guidelines to use COBS features:

Search Area Options: Along Route, Around Here, Around Destination, Around Next Way, In A City

Search around here: Enter address #, address name, then select the address from pickup list.

Search a city: Enter city name, then select the city from pickup list.

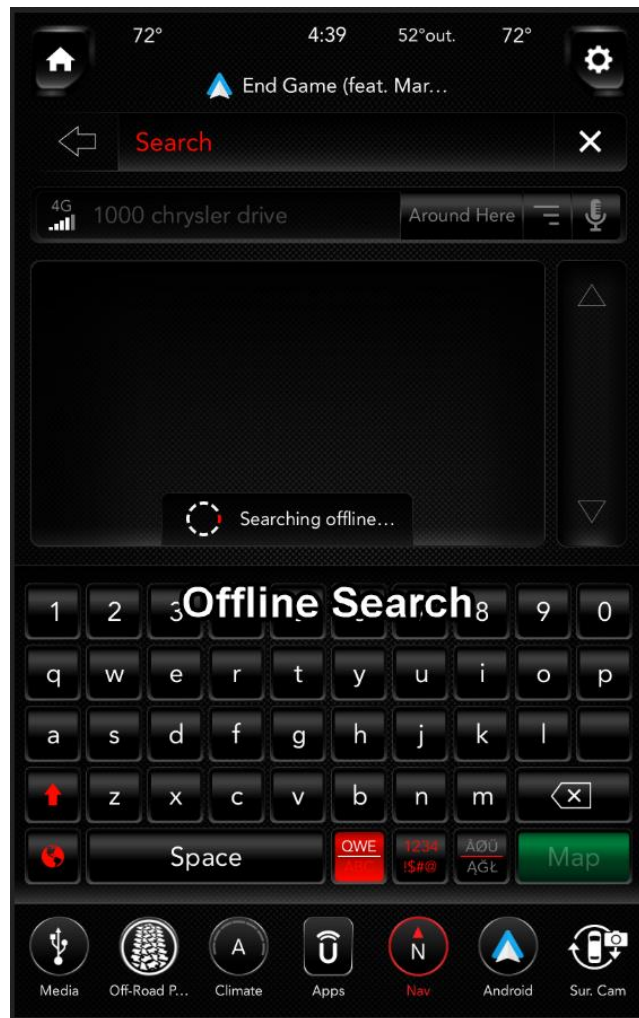
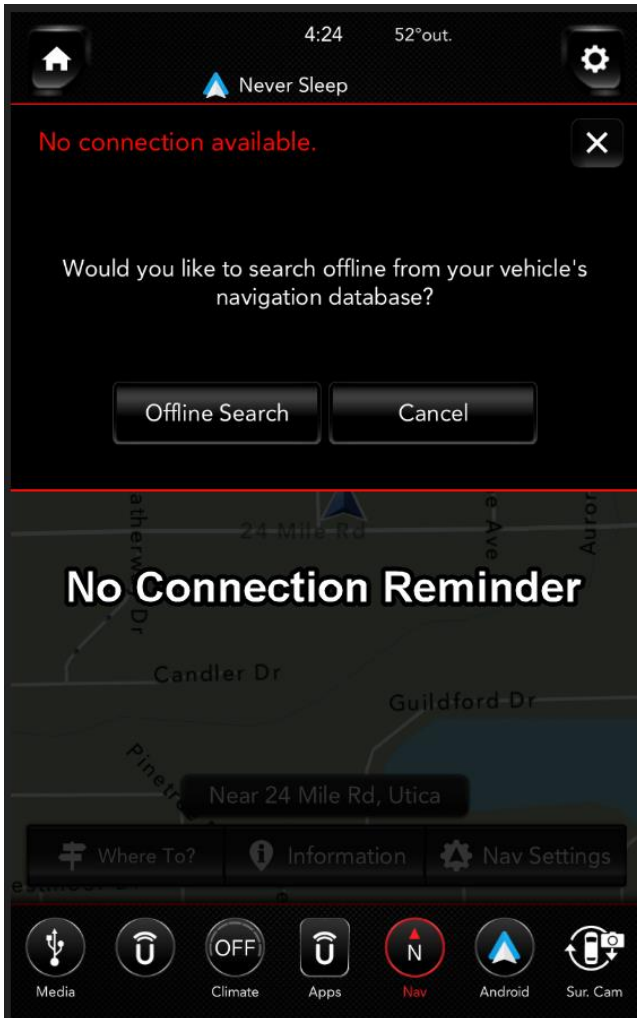


This document does not authorize warranty repairs. This communication documents a record of past experiences. STAR Online does not provide any conclusions about what is wrong with the vehicle. Rather, it captures all previous cases known that appear to be similar or related to the vehicle symptom / condition. 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

Cell signal does not present or none active Sirius Guardian service subscription found, screen shows popup of offline search.



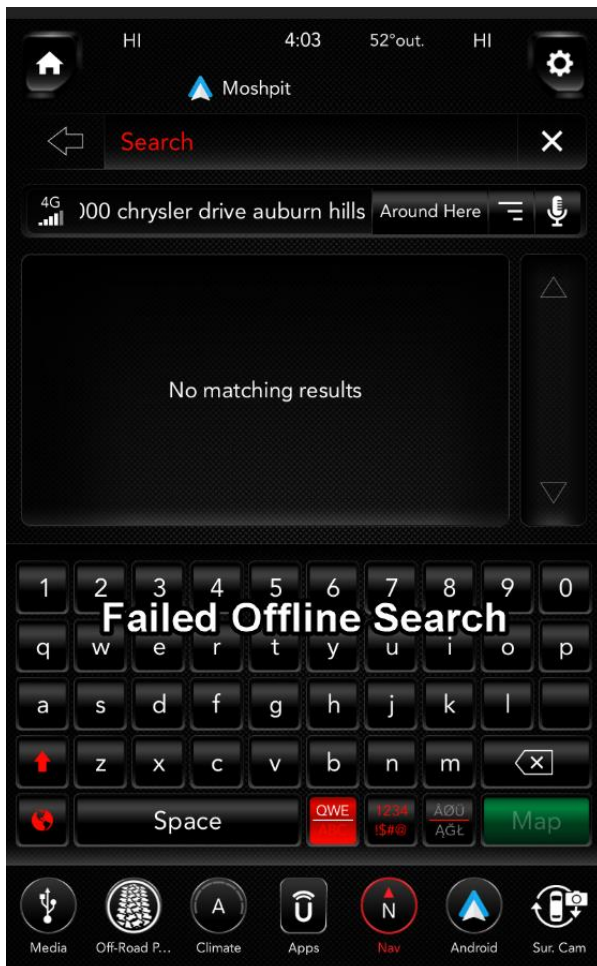
This document does not authorize warranty repairs. This communication documents a record of past experiences. STAR Online does not provide any conclusions about what is wrong with the vehicle. Rather, it captures all previous cases known that appear to be similar or related to the vehicle symptom / condition. 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

Offline search around here only takes address number and address name.

Offline search FAILED when enter full address including city name, state name or ZIP code

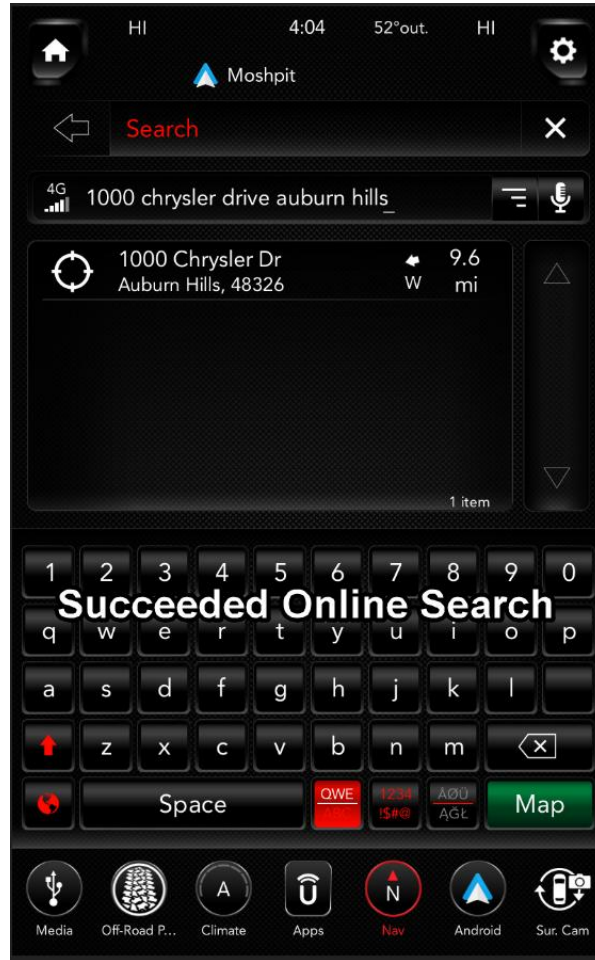
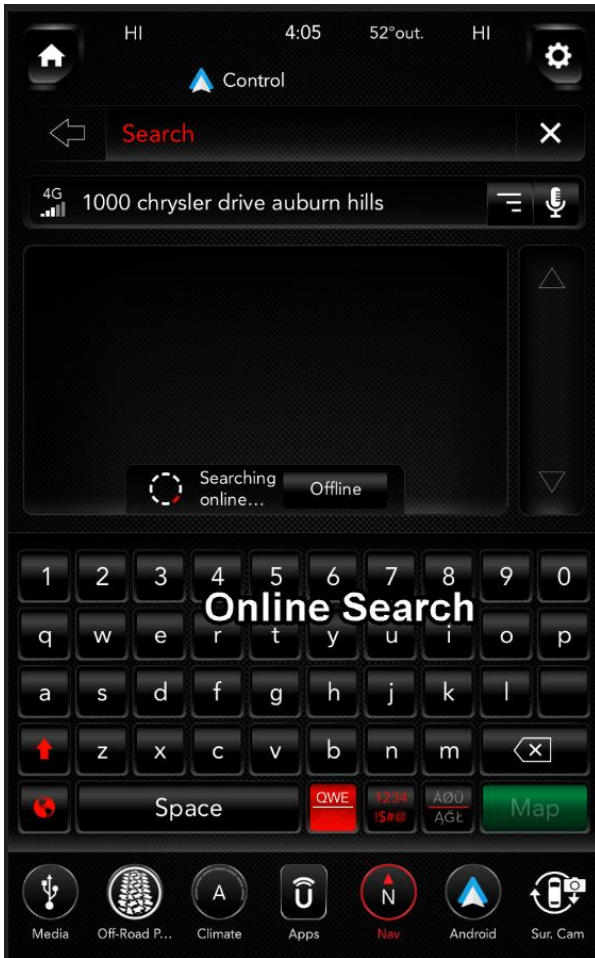


This document does not authorize warranty repairs. This communication documents a record of past experiences. STAR Online does not provide any conclusions about what is wrong with the vehicle. Rather, it captures all previous cases known that appear to be similar or related to the vehicle symptom / condition. 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

With COBS ONLINE search, you are allowed to enter full address.



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

Repair: DO NOT REPLACE THE RADIO for this symptom. Function is not fully operational without proper registration with Sirius XM and active Sirius Guardian subscription. User can enter an address through the steering wheel voice recognition button or the Navigation menu buttons.

Enter address through Navigation menu buttons, press “Where To?”

Enter address through Steering Wheel VR button. The Uconnect navigation feature helps you save time and become more productive when you know exactly how to get to where you want to go.

1. To enter a destination, push the VR button. After hearing beep, say for example: “ Find address 800 Chrysler Drive Auburn Hills, Michigan.”
2. Then follow the system prompts.
3. To start a POI search, push the VR button. After hearing beep, say for example “Find nearest coffee shop.”

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