



STAR ONLINE PUBLICATION



Case Number: S2108000080

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Symptom/Vehicle Issue: Radio Replacement Reset Routine, Radio Has Missing Icons Or Are Grayed Out

Discussion: Multiple functions were lost after radio replacement or loss of battery power / battery drained. Temporary icons grayed out, backup camera inop, DAB disabled, projection device (Carplay, Android Auto) not available after radio replacement or battery lost power.
Tech needs to perform Radio Replacement Reset Routine with WiTech after radio replacement.

Perform 2 radio hard / ECU reset to correct this issue:

1. Verify radio lost multiple features after radio replacement or loss of battery power
2. Use Witech tool to perform "**Radio Replacement Reset Routine**" See Fig 1. Go under Radio/ETM > Misc functions > Radio Replacement Reset Routine.
3. Verify radio is fully functional after booting up. Check the related unit, module or harness if the issue persists.

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



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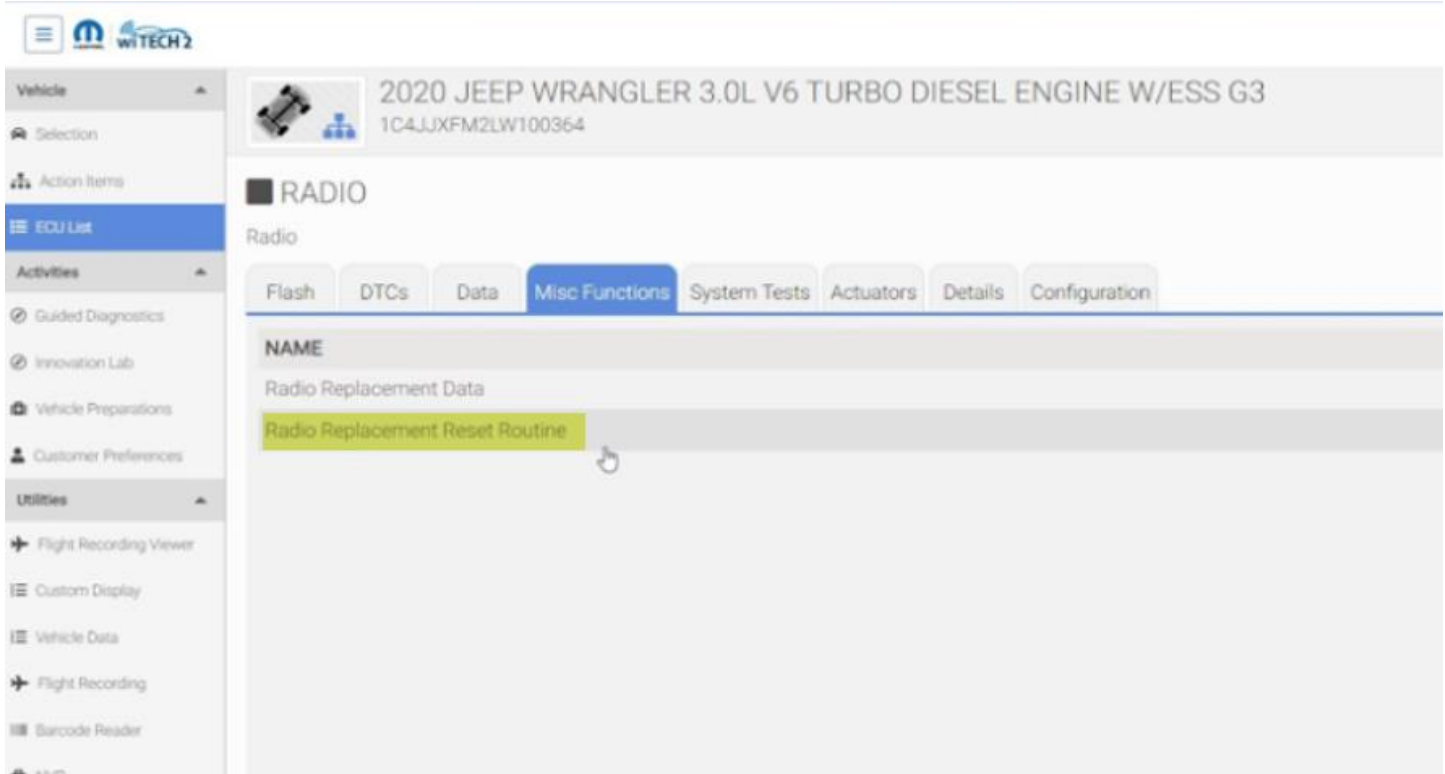


Fig 1.

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