



STAR ONLINE PUBLICATION



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Symptom/Vehicle Issue: Wired Apple CarPlay Inoperative

Discussion: Customer may notice wired Apple CarPlay Inoperative on vehicles with UBG R1 radio. Engineering is reviewing the concern. Customer can use wireless Apple CarPlay.

Do Not Replace The Radio Or The Media Hub Components. Replacements will not resolve the concern. Engineering still investigating concern and working towards a resolution.

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