



STAR ONLINE PUBLICATION



Case Number: S2008000059 – Rev. A

Release Date: June 2021

Symptom/Vehicle Issue: Error Code 20 Message On the Radio Screen

Technician Observation: Customer might see an error message “Error code 20” during radio software update either through USB or over the air (FOTA).

Discussion: This is most likely caused by process or file corruption. The head unit will try to roll back to the base software, please leave the vehicle ignition on and let radio recover on its own.

1. Please DO NOT interrupt the update process by disconnecting the radio while the screen showing “Software update in progress”
2. Please monitor the update failed screen “Update failed, an error occurred during the update procedure, please contact your dealer. Error code; 20. Replace the radio if the update failure screen remains on for over 5 minutes.

See error code 20 flow chart below:

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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SOFTWARE UPDATE ERROR CODE 20 FLOW CHART

Panasonic
Automotive

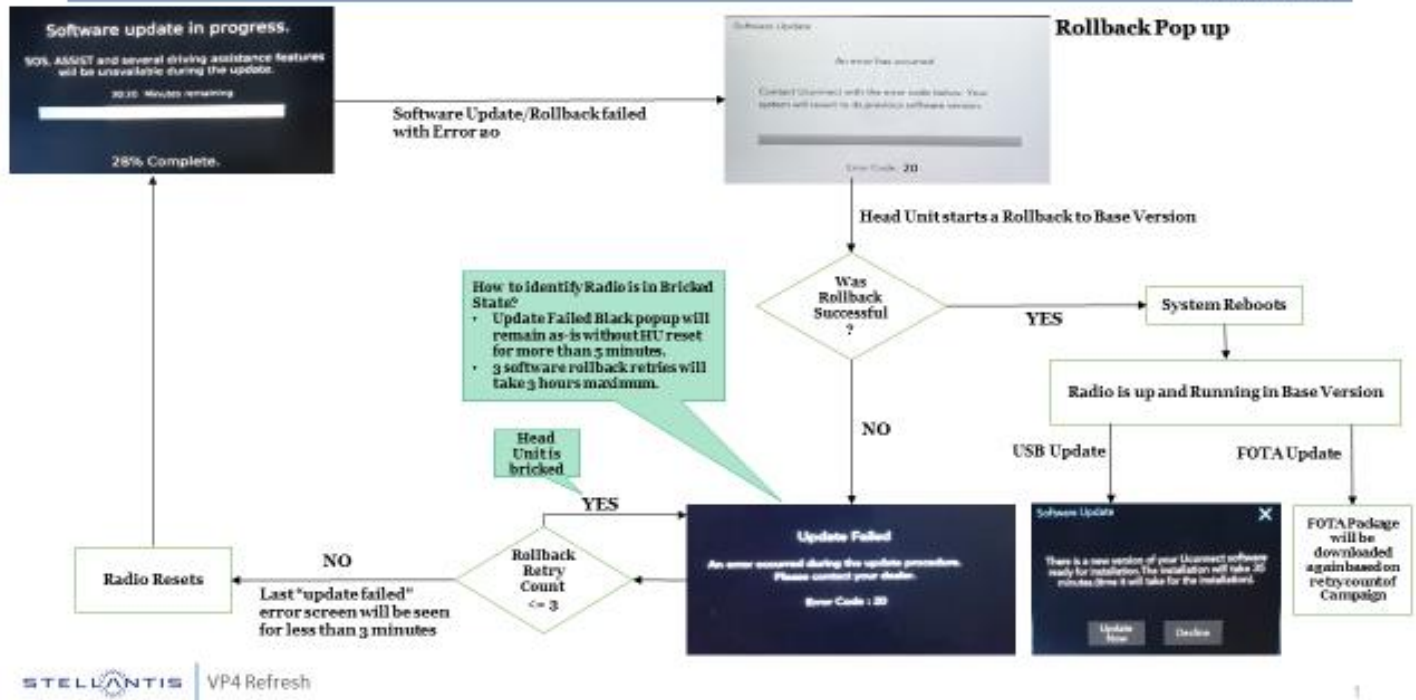


Fig 1

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