



## STAR ONLINE PUBLICATION



**Case Number:** S2108000140

**Release Date:** June 2021

**Symptom/Vehicle Issue:** Media Source Had No Sources Displayed And No Audio On Startup

**Discussion:** Customer may find media source had no sources displayed and no audio on startup. User can change source and go back to media to recover audio.

**Do not replace the radio.** Potential software enhancement in 4Q 2021

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**