



## STAR ONLINE PUBLICATION



**Case Number:** S2008000059 – REV. B

**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.

You may see 3 kinds of popup screen during software update

**Software Update in Progress** – “SOS, ASIST and several driving assistance features will be unavailable during the update. xx minutes remaining, xx% complete”

**An Error Has Occurred** – “Contact Uconnect with the error code below. Your system will revert to its previous software version, Error code 20”

**Update Failed** – “An error occurred during the update procedure. Please contact your dealer. Error code 20”

1. Please DO NOT interrupt the update process by Ignition off the vehicle or disconnecting the radio while the screen showing “**Software Update in Progress**” or “**An Error Has Occurred**”
2. When you see “**Update Failed**” screen, please verify and see if the message stuck for over 5 minutes.
3. If the radio shows “**Update Failed**” screen for over 5 minutes, please try to remove battery power cable.
4. Reconnect battery power after 1 minute. Monitor if the “**Software Update in Progress**” pops up on the screen within 10 minutes.
5. Replace the radio if “**Update Failed**” screen remains.

Here is the diagnosis flow chart:

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**

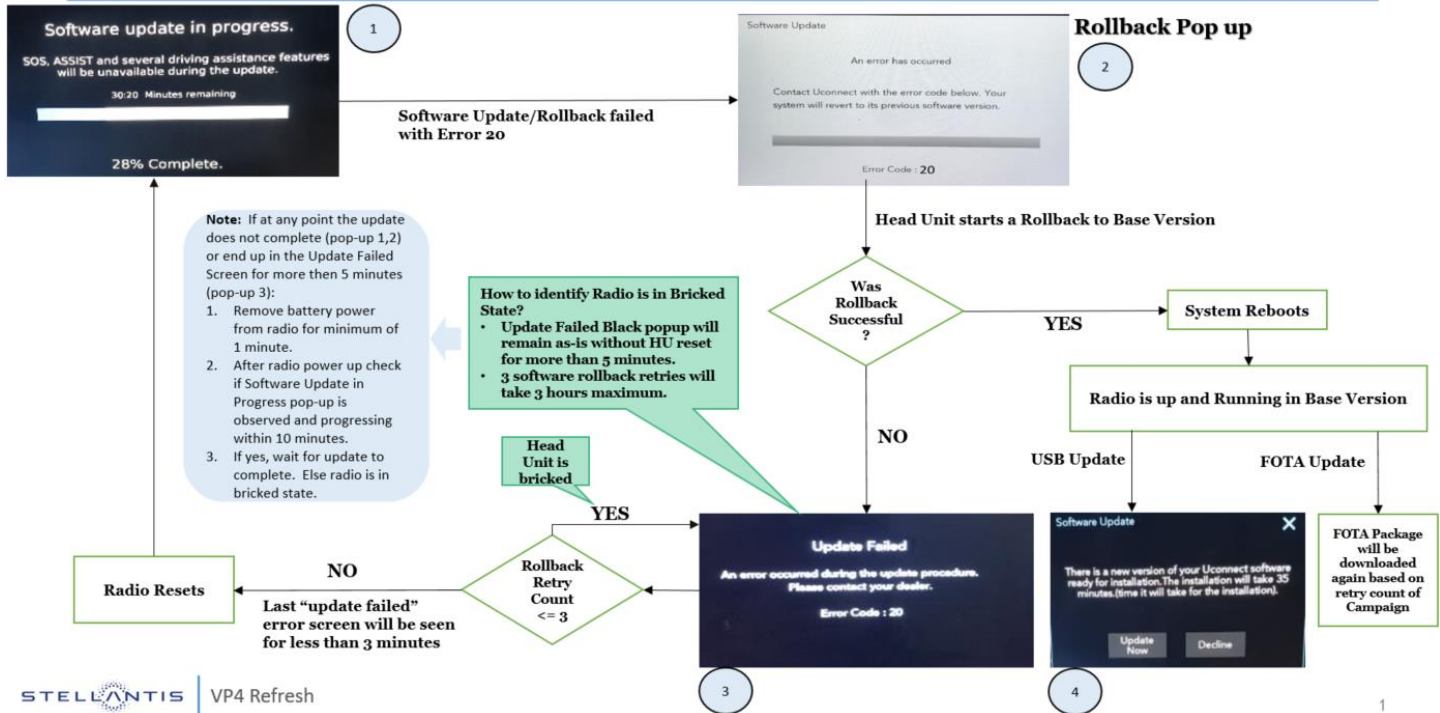


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### SOFTWARE UPDATE ERROR CODE 20 FLOW CHART

**Panasonic**  
Automotive



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