



STAR ONLINE PUBLICATION



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Symptom/Vehicle Issue: No Phone Connected Message Displayed Or Customers Phone Book Does Not Load

Discussion: Customer may notice "No Phone Connected" message displayed. Or Customer's phonebook does not load. Intermittent issue, can be caused by connected devices. Issue is being analyzed, potential software enhancements in 4th quarter 2021.

Repair Procedure:

1. Multiple phones can be paired to the radio at the same time. Verify the priority settings are correct for the phone the customer is trying to use. Disconnect and reconnect the phone through the radio to clear the concern. Reconnecting the phone will load the contacts and phone book from the paired phone.
2. User receives a "No Phone Connected" message after trying to make a call using voice recognition VR. If VR doesn't work, wait a few minutes before trying to use it again.

Do not replace the radio.

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