



STAR ONLINE PUBLICATION



Case Number: S2108000155

Release Date: July 2021

Symptom/Vehicle Issue: Radio Requires Theft Code To Unlock It At PDI

Discussion: The technician may find the radio showing "Radio Lock" screen with a key pad. See fig 1 below.

Repair:

1. Locate the serial (S/N) number beginning with "T" on the radio housing. See Fig 2. Take a picture of the radio part label that shows the serial number. Verify picture is clear and serial number can be read.
2. Open a STAR case and send the picture with serial number to STAR. STAR will provide a theft code to unlock the radio.

Do not replace the radio. This issue has been corrected in the latest production software. R17.83. However, vehicles updated to this level of software in the yard may still require a theft code to unlock at the dealer.

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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Fig 1.

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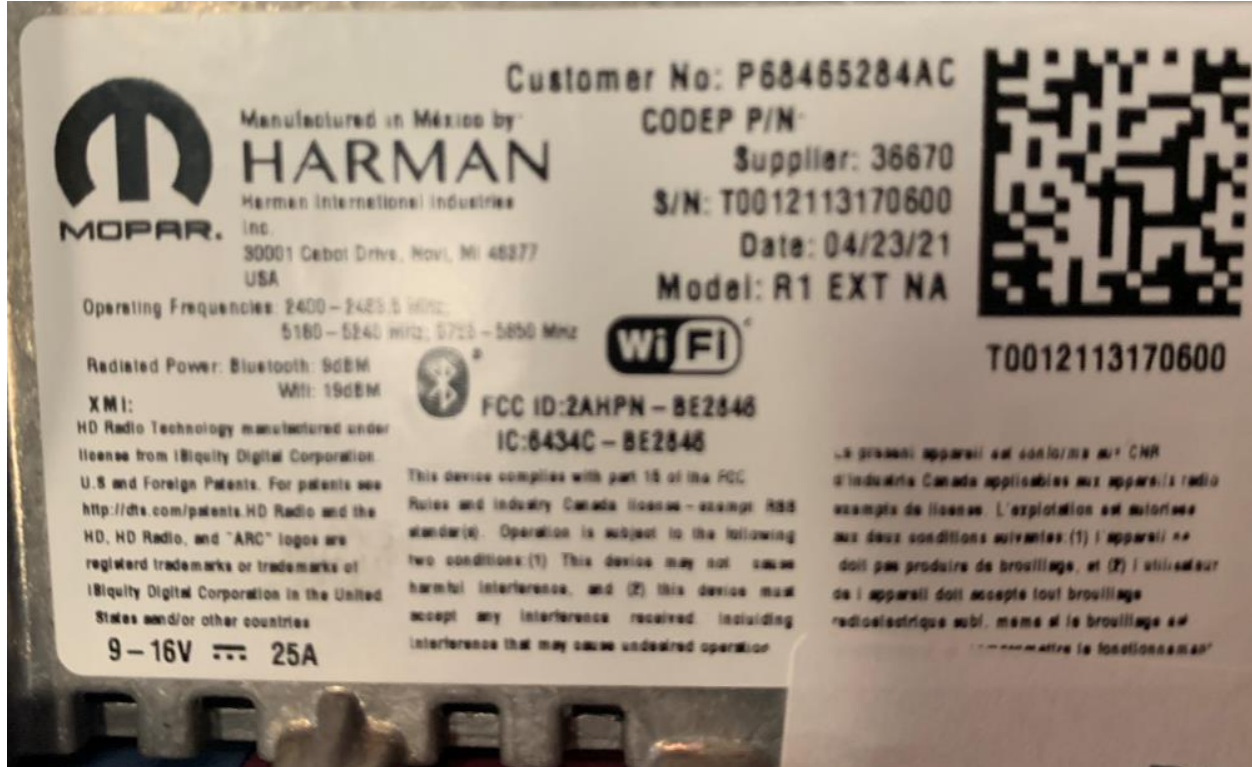


Fig 2.

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