



## STAR ONLINE PUBLICATION



**Case Number:** S2108000127

**Release Date:** May 2021

**Symptom/Vehicle Issue:** Radio Reboot Continually

**Technician Observation:** When a USB plugged in a media hub, the customer may observe radio works normal for about 1 minutes, then reboots on its own. After radio starts up, it reboots again.

**Discussion:** Some mp3 media files converted from AAC format generate an ADIF header with reversed bit set to -1. The metadata of this music file will result radio reset.

**Radio replacement will not resolve customer's concern.** Please inform customer not playing a mp3 music which was converted from AAC format in the vehicle, or unplug the USB if observing this kind issue. Radio software improvement will be available later 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**