



STAR ONLINE PUBLICATION



Case Number: S2108000182

Release Date: July 2021

Symptom/Vehicle Issue: Radio Freezing Or Locking Up While Rear View Camera Still Works

Discussion: Customer may find the radio may be freezing or locking up with rear view camera still working. Record the current voltage of the battery, battery state of charge and run a Vehicle Scan Report. Then contact STAR.

Please Do Not Disconnect Battery, Disconnect Radio Or Pull Radio Fuse.

Before disconnecting the battery or pulling the radio or pulling the fuse, contact STAR and open a new case. Uconnect Engineering is attempting to locate a live vehicle to root cause the issue.

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