



## STAR ONLINE PUBLICATION



**Case Number: S2208000061**

**Release Date:** March 2022

**Symptom/Vehicle Issue:** Navigation Crashes, Freezes, Or displays "Loading" Message

### **Customer Complaint/Technician Observation:**

- Navigation doesn't show up in home screen intermittently
- Cluster displays "map display is loading please wait" for an extended period of time.
- Radio display has TomTom logo and Navigation does not load
- Navigation locks up, freezes
- Navigation doesn't work upon startup. Driver has to go through several startups for it to recover.
- Map does not follow route, does not keep up.
- Navigation is too slow

### **Discussion:**

These are issues in the Radio (ETM) Software. **Do Not Replace The Radio (ETM)** for these concerns. This issue will have a software enhancement in radio software by an over-the-air update in 2Q 2022.

Attempt a reset of the radio by pressing and holding down the power button for 10 seconds.

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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