



STAR ONLINE PUBLICATION



Case Number: S2208000052

Release Date: March 2022

Symptom/Vehicle Issue: No audio And “Sound System Unavailable” Message Displayed On The Cluster

Discussion: If the customer experiences a no audio condition or sounds system unavailable message, especially during cold temperatures and the vehicle matches the March through October 2021 build date this SOL is applicable. Upon further inspection DTC might also be present, AMP U2007- 64 Message STATUS_TELEMATIC.AUDIOSts_Telematic (from Entertainment Telematic Module) – Signal plausibility failure. An internal issue in the amplifier that creates signal spikes at low temperatures which lead to this audio system unavailable condition.

Please do not replace any components if this failure is present. A software enhancement will be tentatively available at the end of Q2 2022.

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