



## STAR ONLINE PUBLICATION



**Case Number: S2208000070**

**Release Date:** March 2020

**Symptom/Vehicle Issue:** Connectivity Lost After Radio Replacement

**Discussion:** Customer may report SOS, Assist call inoperative, and other connectivity features lost after radio repair

1. Open Navigation app and verify if map shows current location correctly.
2. Go to dealer mode and verify a valid ICCID and MSISDN number in the connectivity information page
3. Make a SOS call. If you receive a notification SOS call is not available, please call 911, the radio lost its connectivity feature.
4. Please confirm this failure occurs only after a replacement radio is installed.

**Engineering is investigating the backend connection issues. Please DO NOT REPLACE RADIO for this concern.**

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**