



STAR ONLINE PUBLICATION



Case Number: S228A000008

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Symptom/Vehicle Issue: Radio Screen Changes Modes Without Input

Discussion: The radio may change to random screen after receiving a notification (text/call) with a device connected through Carplay. When on the Home Screen or Media Screen, when a notification (text/call) is received, the screen will change to CarPlay screen to display notification but then return to a random screen.

Do not replace radio for concern. Engineering is working on a software enhancement that will resolve this concern. Tentative Firmware Over The Air (FOTA) update is 3rd quarter 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