



STAR ONLINE PUBLICATION



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Symptom/Vehicle Issue: SXM Loss of Meta Data and Audio Intermittently

Discussion: The customer may notice intermittently, the SXM will not show the meta data (album art, song name) or will not play audio. The audio source will need to be changed from SXM to another source and then back to SXM to recover the condition.

To confirm, check that radio is at software is S23.1 or lower. If the audio source is tuned to SXM, and there is no audio or there is no meta data, change between sources (go to FM for example) and tune back to SXM. If the meta data and audio recovers, then the issue is confirmed.

Do not replace the radio. A software enhancement in S24 by FOTA will correct this 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