



STAR ONLINE PUBLICATION



Case Number: S228A000012

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Symptom/Vehicle Issue: Speaker Making Crackling or Popping Noise in Navigation or Voice Recognition Mode

Discussion: Speaker has crackling or popping noise when customer uses Navigation or Voice recognition. The crackling or popping noise from Navigation or Voice Recognition is a known issue and a software enhancement release is expected to be available in the mid third quarter 2022.

Please do not replace the radio head unit 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