



STAR ONLINE PUBLICATION



Case Number: S2208000015

Release Date: January 2022

Symptom/Vehicle Issue: SXM Presets Lost After Ignition Cycle

Customer Complaint/Technician Observation:

Customer reports the SiriusXM presets on the Bottom Bar of Audio screen do not save after an ignition cycle. This is a Random occurrence

Discussion:

Presets on the Bottom Bar of Audio screen do not save after end of Key cycle. This is a Random occurrence. **Do not replace the radio.** Radio software enhancement is tentively expected in late 1st 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