



STAR ONLINE PUBLICATION



Case Number: S2208000024

Release Date: January 2022

Symptom/Vehicle Issue: Radio Does Not Work In Ignition Accessory Mode

Customer Complaint/Technician Observation: Customer may see a pop up “code error” on the radio screen with message stating "Please Restart System" and Radio functionality may not be there. This happens on ignition Accessory mode ONLY.

Discussion: This can happen when in ignition accessory mode. Radio will not function when this error happens. Switch ignition to the Run mode. Customers may not see this at all if going directly to RUN mode. **Do not replace the radio**, this issue is under investigation.

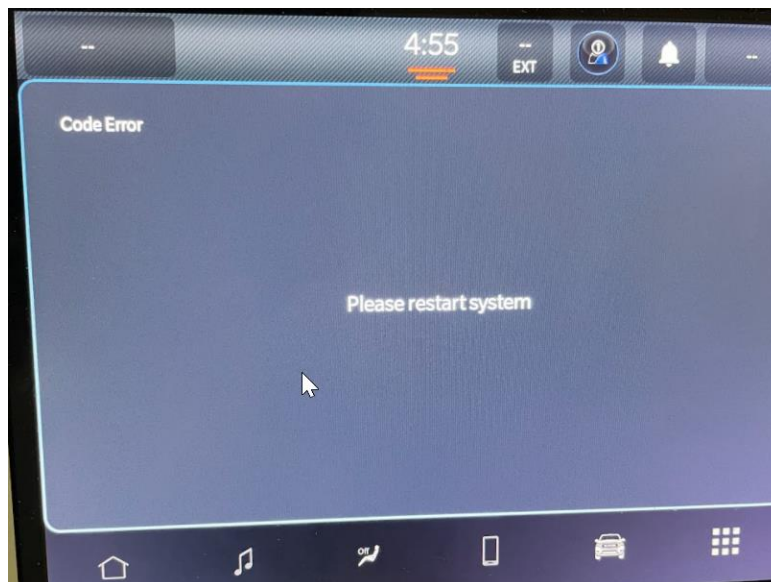


Fig 1.

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