



## STAR ONLINE PUBLICATION



**Case Number:** S2208000028

**Release Date:** January 2022

**Symptom/Vehicle Issue:** Connected Services Will Not Work After Radio Replacement

**Discussion:** After a radio replacement to application level greater than or equal to JR 30.1, may fail to complete the comm check after installation. Therefore, no “unit swap” occurs for connected services. All connected services will not work due to this misalignment with back end.

If the radio was replaced between Early August and Mid January it could be affected. Check the dealer menu, if the MSISDN is blank then the back end swap hasn't occurred. If radio has just been replaced, a blank MSISDN can be normal till the vehicle has been run/driven and some ignition key cycles have taken place. The concern is under review and a Recovery procedure is still under investigation.

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**