



STAR ONLINE PUBLICATION



Case Number: S2208000071

Release Date: March 2022

Symptom/Vehicle Issue: Weather App May Freeze, Lockup Or Has Error Loading

Customer Complaint/Technician Observation:

- Weather App crashes
- Weather App freezes
- Weather App doesn't load
- Weather displays error message

Discussion: The Weather App may lockup, show error loading or displays a "loading" symbol.

These are bugs in the Radio (ETM) Software. **Do Not Replace The Radio (ETM)** for these concerns. The issue will be corrected in radio software over-the-air in 2Q2022.

Attempt a reset of the radio by pressing and holding down the power button for 10 seconds.

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



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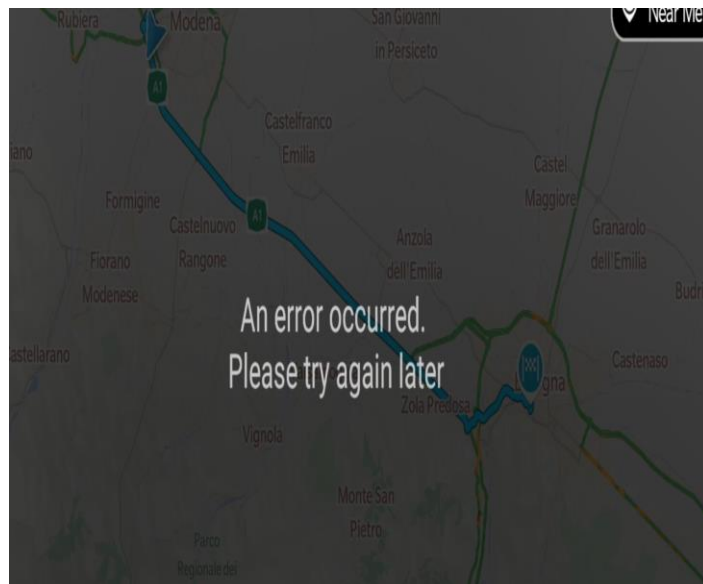
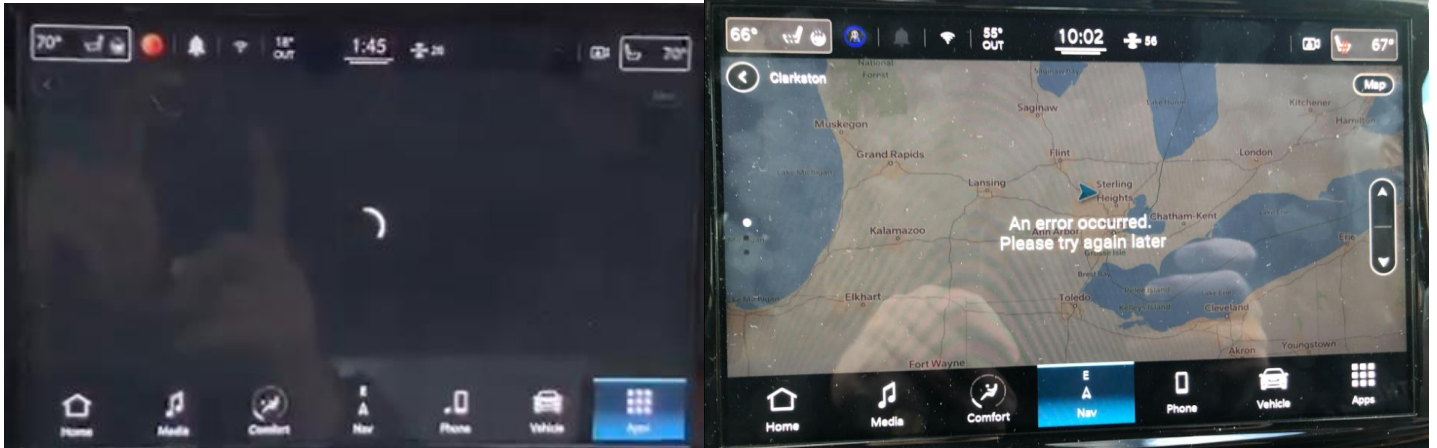


Fig 1.

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