



## STAR ONLINE PUBLICATION



**Case Number:** S228A000018

**Release Date:** August 2022

**Symptom/Vehicle Issue:** Radio intermittently mutes

**Discussion:** Radio intermittently mutes when device is connected via CarPlay® or Android Auto™ and receives a notification.

**Do not replace radio for concern.** This is a device/phone issue. User might have to adjust notification settings on the device. This is due to the device sending an Alternate Audio Request when a notification is received, such as a text message.

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, eCONTACT or Service Library entry if no solution is found.**