



STAR ONLINE PUBLICATION



Case Number: S228A000024

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Symptom/Vehicle Issue: Radio Sirius XM Mutes After Ending Phone Call

Discussion: The customer may notice the audio is muted on SXM mode after a phone call has been ended. This issue is on radios on S24 branch software.

Do not replace radio, amplifier, or speakers for this concern. Audio is recovered by changing SXM stations or by changing audio modes. The Issue will be corrected in the next over-the-air update in 4th 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, eCONTACT or Service Library entry if no solution is found.