



STAR ONLINE PUBLICATION



Case Number: S220800002 - REV. A

Release Date: April 2022

Symptom/Vehicle Issue: Surround Sound Option Not Available

Customer Complaint/Technician Observation:

Customer reports the 'Surround Sound' option is no longer available in the radio audio settings. Customer recently updated the radio to software level S21D.5 with the over-the-air update.

Discussion:

This is an issue in radio software level S21D.5. Do Not Replace the Radio (ETM) for this concern. The issue will be corrected in radio software enhancements over-the-air tentatively June 2022.

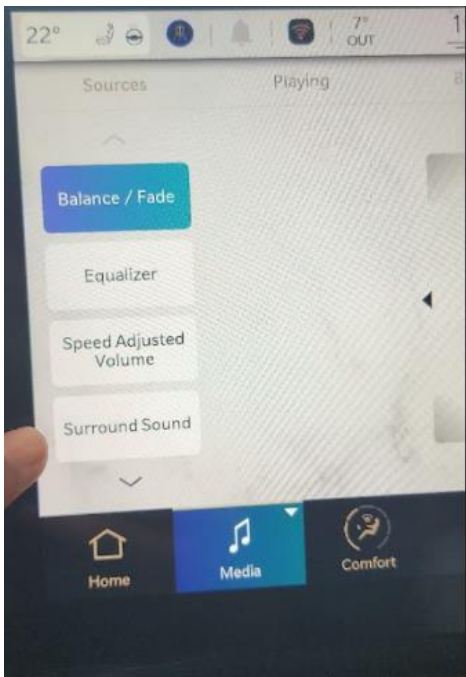


Fig 1

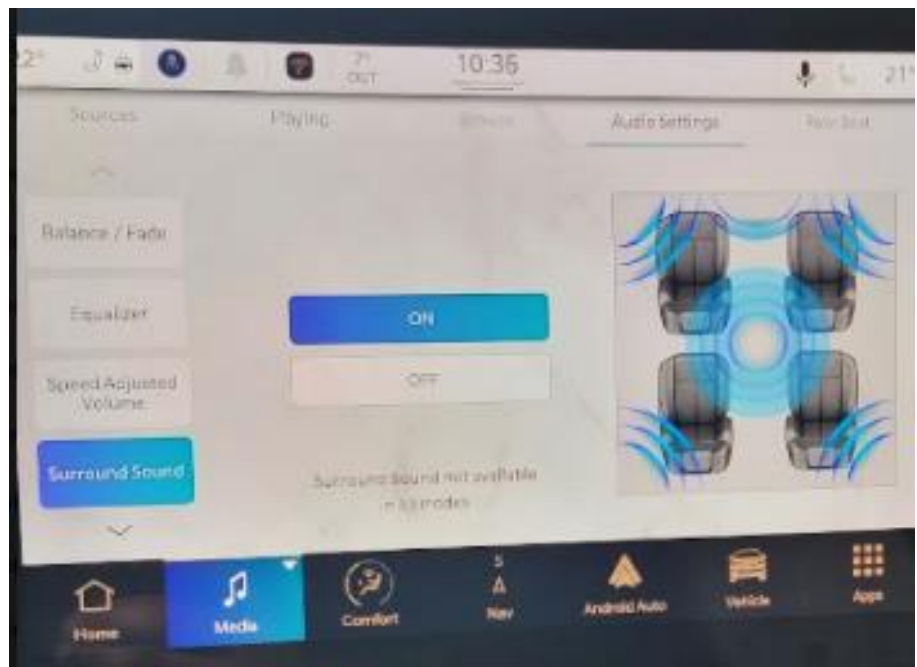


Fig 2

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