



STAR ONLINE PUBLICATION



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Symptom/Vehicle Issue: “Device Not Supported” Message on the radio screen

Discussion: Customer may receive a message of “device not supported” on the radio screen when a device (phone, USB stick, iPod etc.) connects to a media hub port. The message may also show up even no device is connected to the hub with a cable.

The message would be triggered when the media hub could not establish the communication with a phone / device successfully. Any following issues like incompatible phone, incompatible USB / lighting cable, improper media hub jumper connection or damaged USB port may trigger this message.

If the issue only happens after USB cable connected, verify the cable, USB port and connections. If the message shows up while no device connected to the USB port, try to delete personal data. Check if the message shows up again after sleep cycle and repairing the phone.

Engineering is performing root cause analysis at this moment. Please DO NOT REPLACE RADIO for this concern.

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