



STAR ONLINE PUBLICATION



Case Number: S228A000015

Release Date: July 2022

Symptom/Vehicle Issue: Audio Cuts Out When Volume Level is At 30 or Above

Discussion: Customer may notice when playing audio at volume level 30 or above, the audio cuts out. Engineering is aware and investigating this concern, do not replace the Radio or Active Noise Cancellation (ANC) module at this time.

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