



STAR ONLINE PUBLICATION



Case Number: S238A000002

Release Date: January 2023

Symptom/Vehicle Issue: Cannot Adjust Radio Volume On AM, FM Or SAT, Volume Goes Down By Itself

Discussion:

Cannot adjust the volume on AM, FM or SAT. The volume goes down by itself after approximately 30 minutes. An ignition key cycle will return audio volume control.

Do not replace radio or amplifier for this concern. An over the air software update will correct the concern in late January 2023.

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.