



STAR ONLINE PUBLICATION



Case Number: S238A000009 – Rev. A

Release Date: June 2023

Symptom/Vehicle Issue: Rear Seat Entertainment Tab On Radio Intermittently Disappears

Discussion: Intermittently the Rear Seat Entertainment Tab will disappear from the radio. It may be temporarily restored by doing a hard radio reset by holding the volume/power button for at least 10 seconds until radio resets. Engineering is investigating the issue. Do not replace radio.



Fig 1 Radio without Rear Seat selection

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.



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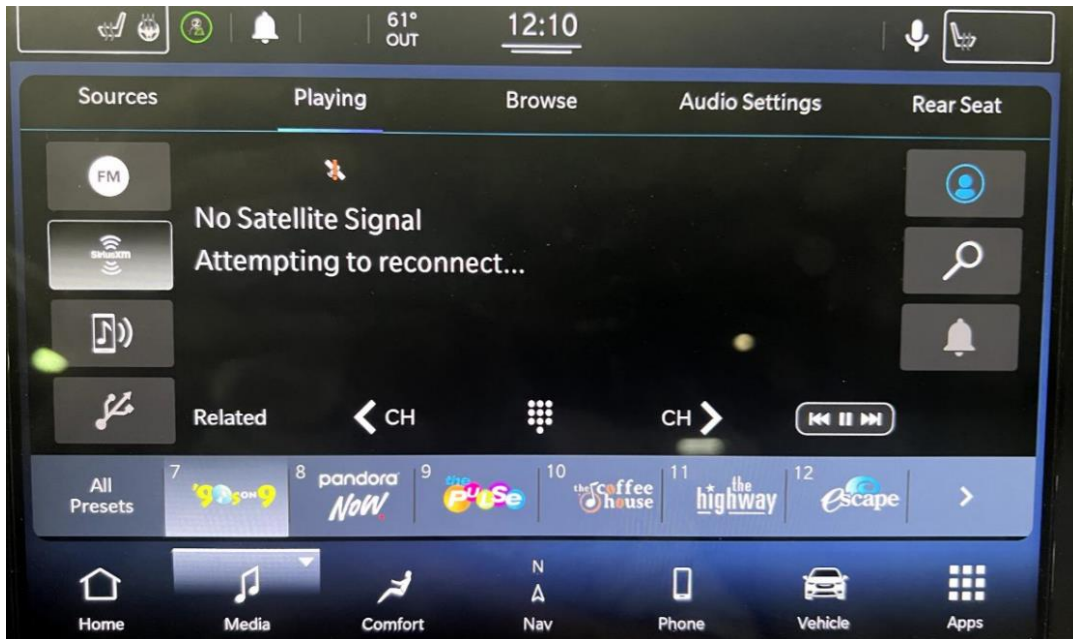


Fig 2 Radio with Rear Seat selection

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