



## STAR ONLINE PUBLICATION



**Case Number: S238A000027**

**Release Date:** June 2023

**Symptom/Vehicle Issue:** The Hybrid Application May No Longer Appear After Radio Over The Air Update To T25.50 Software

**Customer Complaint/Technician Observation:** Customer reports the Hybrid app missing, greyed out, app screen blank or Icon missing after radio software update.

**Discussion:** Perform a radio factory reset, check the app feature after 48 hours.

- Remove all devices from USB ports.
- Move the vehicle outside with good network coverage.
- Delete all the user profiles except Driver 1.
- Perform factory reset, by going to Apps--> Settings-->Reset-->Factory Reset. Fig 2.
- After reset, the radio will load default app software. Then it will download and update the apps as required over the air in next 48 hours.
- Start the vehicle and let it run for 30 min after factory reset, verify radio boots up and works normally. The Hybrid app may still be blank or with other issues. It is expected and normal after over the air update. It may take up to 48 hours to complete the process.
- Please inform the customer, do not create a new profile or switch to another profile within next 48 hours.

**Note:** Performing a Factory Reset will clear paired phones and favorites.

**Do not replace radio for this concern.** Engineering is investigating this issue.

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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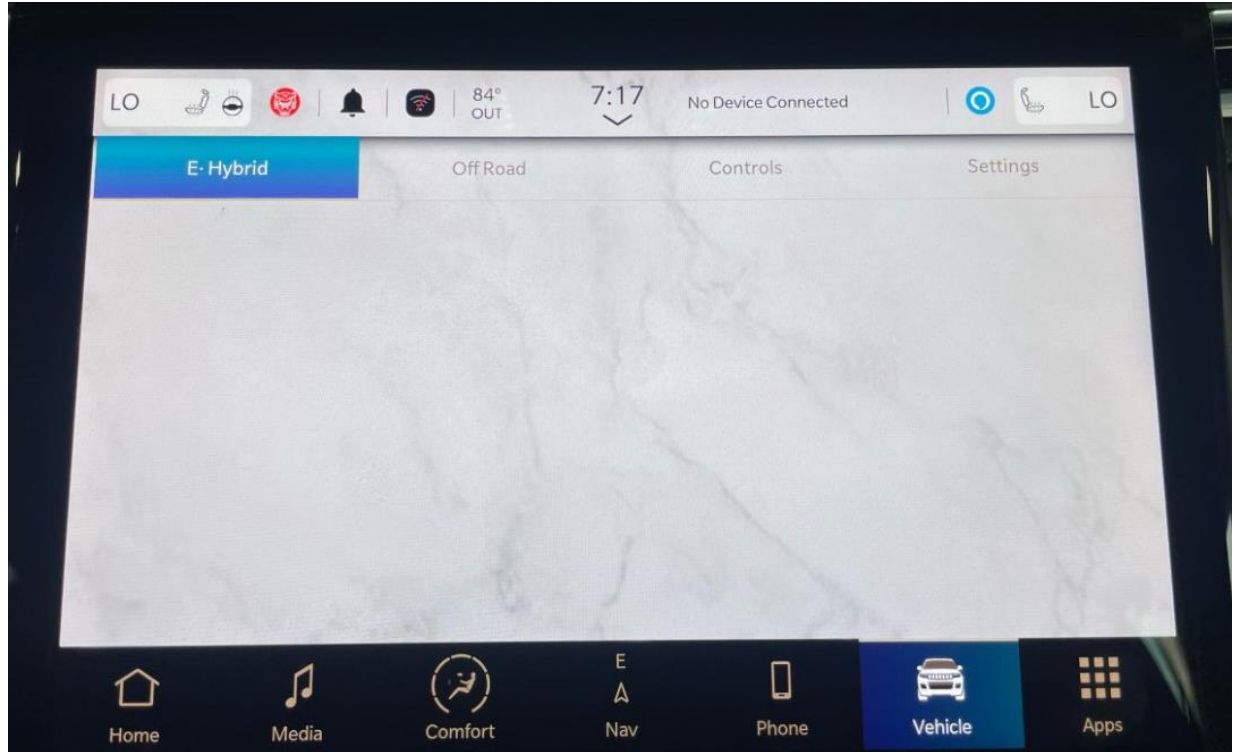


Fig 1

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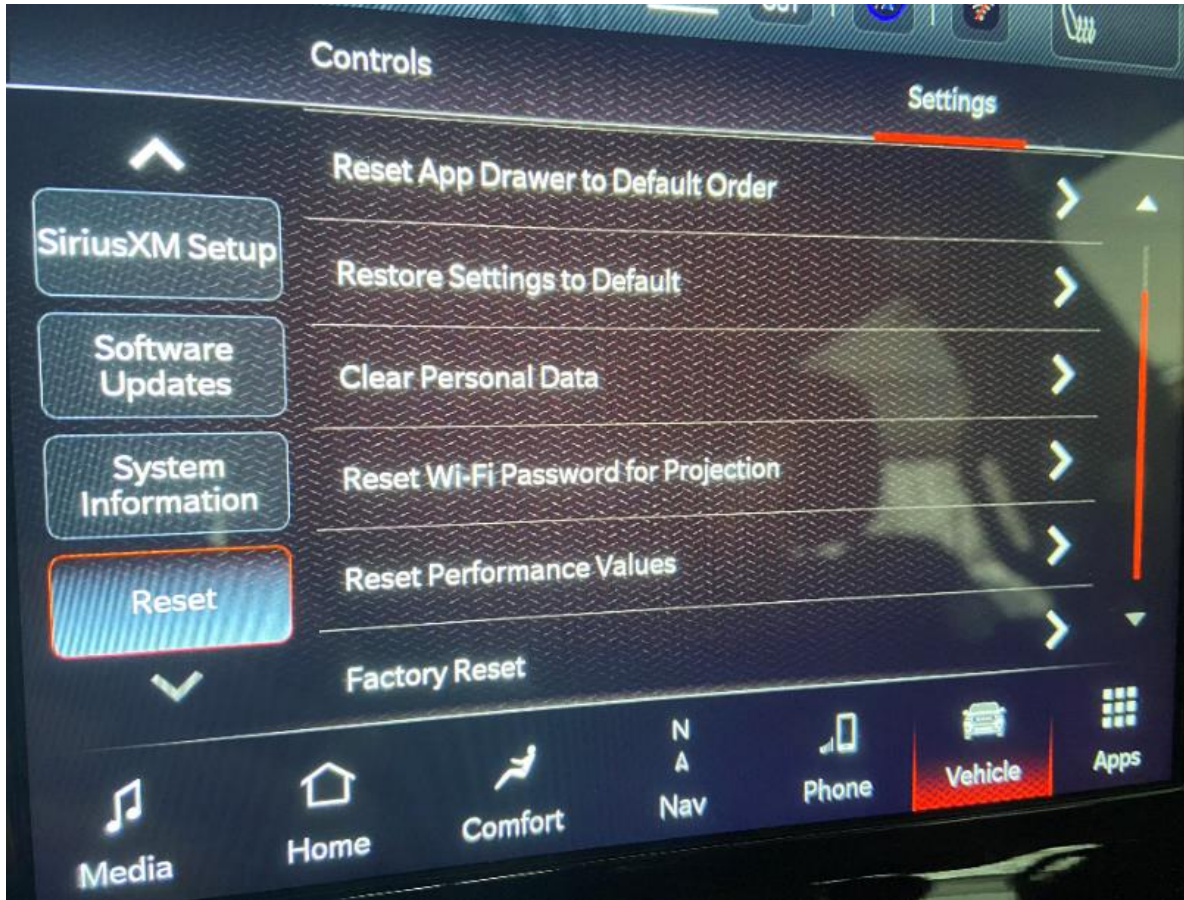


Fig 2

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