



STAR ONLINE PUBLICATION



Case Number: S238A000032

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Symptom/Vehicle Issue: Audio Distortion, Static Or Salt Shaker Noise Playing Through Speakers

Discussion: Customer may hear audio feedback from speakers with radio ON and no media playing. Noise may be heard when volume is turned down while music is playing or when volume high with no music playing. The noise may become more prominent during phone calls on Bluetooth. Noise can be described as: "Hissing", "Water sprinkler" or "Salt Shaker" like sound.

The issue may be intermittent and clear after a key cycle. Engineering is working on a wiTech routine to resolve. Tentatively timing July 2023.

When the wiTECH routine is available it will be located in wiTECH under ETM> Miscellaneous> R1H Internal Amplifier Calibration.

Don't replace the 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, eCONTACT or Service Library entry if no solution is found.