



## STAR ONLINE PUBLICATION



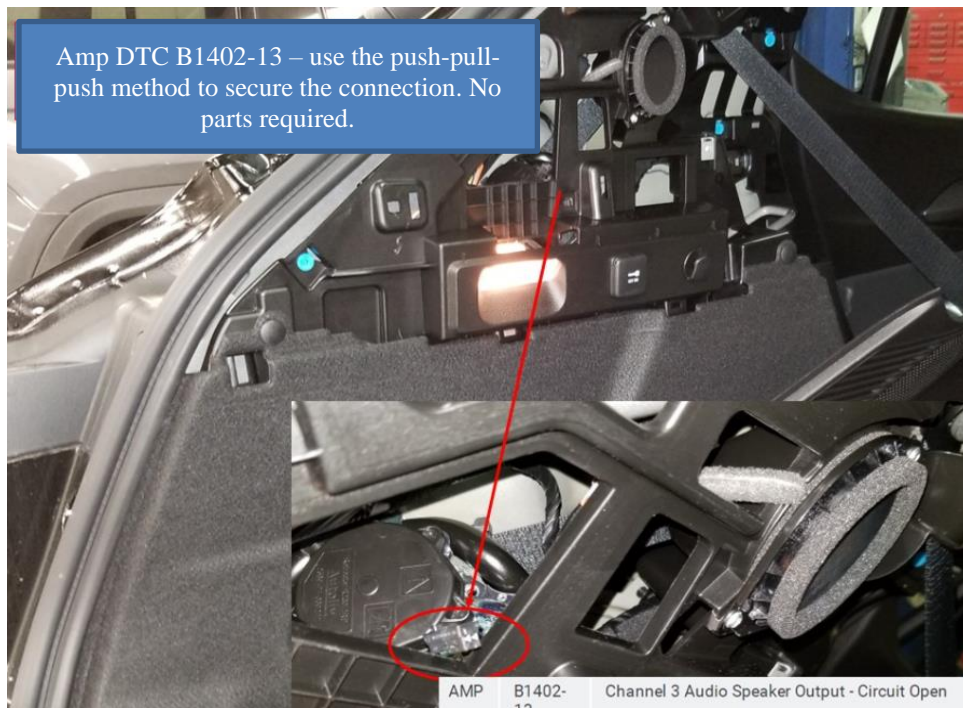
**Case Number:** S2308000086

**Release Date:** July 2023

**Symptom/Vehicle Issue:** Radio Sound Quality Complaint, Left Rear Speaker Cuts in And Out

**Customer Complaint/Technician Observation:** The owner complains about the radio sound quality in the rear of the vehicle. The technician observed Amp related Diagnostic Trouble Codes (DTCs) B1402-13 Channel 3 Audio Circuit Open, and U2007-64, U2021-87 Message Status Telematics Audio Signal Plausibility Failure or Missing Message

**Discussion:** Do not replace any parts for this concern, inspect the left rear speaker component connector. Use the push-pull-push method to secure the speaker connector. No added service action is required for the U-codes setting at this time. Clear the DTCs and check for any returning DTCs or sound quality issues before releasing the vehicle.



Example of a Hornet

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**