



STAR ONLINE PUBLICATION



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Symptom/Vehicle Issue: Radio Resets Intermittently After A Screech Or Buzz Sound

Discussion: Customer may complain Radio resets intermittently after a screech or buzz sound.

This is a radio software issue. Do NOT replace radios for this concern. Instruct the customer on the power button reset. Press and hold the power/volume knob for 10 seconds until the radio reboots. Replacements will be at the same SW level. A Software enhancement is coming 4th quarter 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.