



## STAR ONLINE PUBLICATION



**Case Number: S238A000049**

**Release Date:** October 2023

**Symptom/Vehicle Issue:** SXM Lockup (rearview camera function is not affected), Cannot Change Channel or Adjust Volume

**Customer Complaint/Technician Observation:** Customer may report radio lockup while playing SXM. Could not change channel or adjust volume. The technician may or may not be able to duplicate the issue.

### Discussion:

Please try to switch radio source to AM or FM, then switch back to SXM, if SXM lockup issue is active. Verify if SXM becomes normal after source changes.

Perform radio factory reset with Witech tool if radio still has any issues.

Engineering is investigating the issue. **Do NOT replace radio** head unit for this concern. Please let the customers know that switching radio source, SXM to FM (or AM) then SXM will recover the SXM player, if lockup occurs again

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.**