



STAR ONLINE PUBLICATION



Case Number: S238A000051

Release Date: October 2023

Symptom/Vehicle Issue: The customer may observe SAT radio is not operating.

Discussion:

Bent pin may affect SAT operations. If dealer finds a satellite issue, disconnect the radio and confirm the blue (FAKRA) connector is intact and pin is not bend.

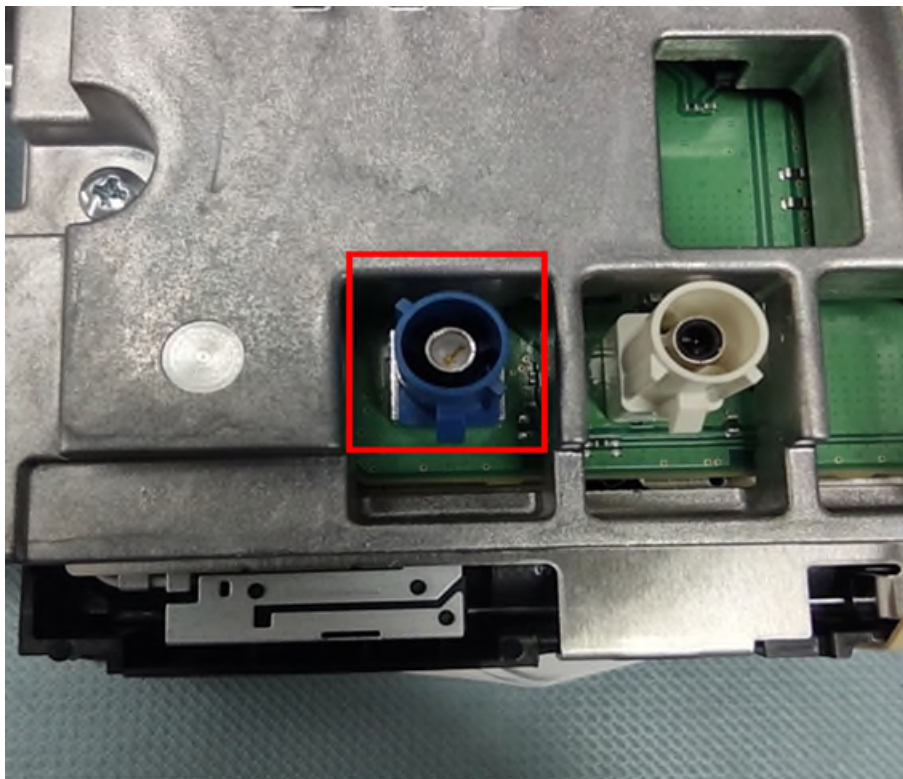


Fig 1

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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When removing FAKRA connector, please make sure that the lever on cable side is pushed down completely before pulling the connector.

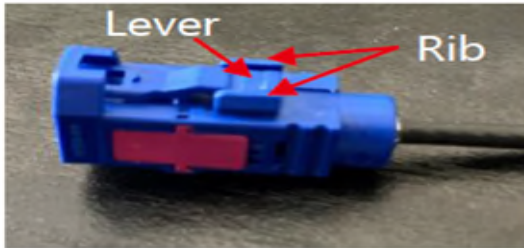


Fig 2

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