



STAR ONLINE PUBLICATION



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Symptom/Vehicle Issue: Audio Cuts Out When Volume Level Is At 30 Or Above

Discussion: Customer may notice when playing audio at volume level 30 or above, the audio cuts out. Do not replace the Radio or Active Noise Cancelation (ANC) module at this time. A radio software enhancement is expected in 2nd 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 or eCONTACT ticket if no solution is found