



STAR ONLINE PUBLICATION



Case Number: S238A000055

Release Date: November 2023

Symptom/Vehicle Issue: Audio Muted During A CarPlay Or Android Auto Phone Call

Discussion: Customer claims that the driver or far end caller could not hear during a Carplay or Android Auto phone call.

1. Take a vehicle scan report. Verify no diagnostic trouble codes are active or stored. Diagnose and repair any active Diagnostic Trouble Codes (DTC) for ANC or Amplifier. See Service Library for DTC diagnostics.
2. Try to make a test call with a known good phone if issue is active. Ask the customer to update their phone software if incompatible phone is found.
3. Try to Clear Personal Data or perform Factory Reset, if issue is still active. Go to Vehicle, Settings, Reset and select Factory Reset or Clear Personal Data routine.

Please do not replace the radio if the issue could not be duplicated. Software with stability improvement is expected to release in Q1 of 2024.

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.