



STAR ONLINE PUBLICATION



Case Number: S238A000057

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Symptom/Vehicle Issue: Audio Crackling Noise From Radio On Any Audio Source

Customer Complaint/Technician Observation: Customer May complain they hear an audio crackling sound from the radio on any source after driving for 40-45 mins.

Discussion: Radio will recover after an ignition cycle. Engineering is working on a wiTECH routine solution, December 2023.

Do Not Replace Radio. Engineering releasing wiTECH calibration routine for radio.

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.