

**Case Number:** S248A000010

**Release Date:** July 2024

**Symptom/Vehicle Issue:** Satellite Radio Displays “Satellite Hardware Error” Message

**Discussion:** Customer may experience an intermittent SiriusXM® satellite radio operation. Satellite radio may have no audio and a message of “Satellite Hardware Error” message displaying on the radio screen. A radio ECU reset can be done with wiTECH to restore operation. This issue is under investigation by Engineering.



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.**