



STAR ONLINE PUBLICATION



Case Number: S248A000015

Release Date: October 2024

Symptom/Vehicle Issue: Poor Audio Quality And Or Static From Wireless Devices

Customer Complaint/Technician Observation: Customer complains about poor audio quality and static issues when using wireless audio devices.

Discussion: Customers may complain about poor audio from wireless connection to the radio. Dealers are advised to confirm that the issue is not actually a device issue. Analysis of returned parts has shown parts are being returned with no issues found when inspected and tested. This document may help with additional repair information and avoid over repair.

Please follow the following troubleshooting guidelines for wireless audio, Apple CarPlay and Android Auto, poor audio quality or static issues.

Ensure Wireless connections, Wi-Fi, Android Auto, or CarPlay are enabled in the customer's phone settings.

1. Confirm the radio software is at the latest version available.
2. Confirm the device software is at the latest version available.
 - For Apple devices, go to Settings -> General -> Software Update. If a newer software version is available, download and install the update then retest.
 - For Android devices, go to Settings and search for Software Update. If a newer software version is available, download and install the update then retest.
3. Reboot the phone (power off completely and leave off for at least 1 minute before turning back on).

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.



STAR ONLINE PUBLICATION



4. Reboot radio. On vehicles with R1 radios (hold power button in the center stack for 10 seconds then release button), allow 1-2 minutes for radio to shut down and completely reboot.
5. Delete pairings from both radio and phone.
 - Delete paired devices from radio Device Manager menu.
 - Delete pairings from phone settings menu.
 - For Apple devices, go to Settings -> Bluetooth® and delete your vehicle pairing (or all pairings if possible). Also go to Settings -> General -> CarPlay and delete your vehicle pairing (or all pairings if possible)
 - For Android devices, go to Settings, then Bluetooth® and delete your vehicle pairing (or all pairings if possible). Then, go to Settings and search for “Android Auto”. Select Android Auto, then previously connected cars. Press the menu icon, and forget paired cars.
 - After deleting the pairings, restart the phone and radio with the procedures from above before repairing.
6. Close open phone apps
7. Ensure battery saving apps aren't running on the phone (may disable wireless or Wi-Fi periodically to save power)
8. Turn off Wi-Fi on other devices in the vehicle (e.g. mobile hot spot or device Wi-Fi sharing)

Note: If Audio quality is good through stored data (Downloaded music, Audiobooks, etc), then it confirms that it is not a radio problem. If streaming, the issue may be related to the device, media file, or network issues. **DO NOT REPLACE RADIOS for Device-related issues.**

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.