

## STAR ONLINE PUBLICATION

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**Case Number:** S1908000048

**Release Date:** 05/13/2020

**Symptom/Vehicle Issue:** Chime Stuck On In The Audio System

**Discussion:** The customer may hear a chime similar to cross path detection, forward collision warning or park assist alert heard consistently through the audio system. The chime sounds as if it is stuck or locked on.

**Repair Procedure: Do Not Replace the radio.** A radio reset by pulling radio fuse or battery disconnect corrects the concern. A future radio software enhancement will correct this concern. Tentative availability 3rd quarter 2020. Verify radio software MR 28.3 or higher.

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**