

## STAR ONLINE PUBLICATION

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**Case Number:** S2008000139

**Release Date:** 09/11/2020

**Symptom/Vehicle Issue:** Radio Inoperative Or Will Not Turn On

**Discussion:** Radio is inoperative or will not turn on.

Check the radio 52 way main connector on the radio is fully seated and secondary lock is engaged.

Steps to address issue:

1. Remove the radio from the instrument panel (see radio Removal and Installation in Service Library. 08 - Electrical / 8E - Electronic Control Modules / RADIO / Removal and Installation).
2. Check the main, 52-way connector on the back of the radio to see if it is loose. (see Fig 1)
3. Disengage the 52-way connector (release the lock and pull out on the connector).
4. Reseat the connector and engage the secondary lock.
5. Confirm if this addresses the issue.



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 or eCONTACT ticket if no solution is found**