

STAR ONLINE PUBLICATION

Case Number: S2008000161

Release Date: 10/22/2020

Symptom/Vehicle Issue: Satellite Radio Not Working

Discussion: Satellite radio may be inoperative or not working at times. Radio may show acquiring signal message on radio screen. Check for any codes in radio, Check for satellite antenna shorted codes, like B156B-11 Satellite Radio Antenna-Circuit Shorted to Ground. Check the satellite antenna cable routing for any signs of damage and check cable pin terminals. Check the left front door area for satellite antenna cable pinched behind left front door footman loop bracket. Repair as required.



Fig1

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