



## STAR ONLINE PUBLICATION



**Case Number:** S228A000004

**Release Date:** May 2022

**Symptom/Vehicle Issue:** Panasonic VP4R Wi-Fi New Enrollment Pause

**Discussion:** AT&T is currently on a Retail Wi-Fi “Sales Hold” for the impacted SXM Stellantis Panasonic VP4R radio program. The Sales Hold will be lifted once the current Panasonic HU issue is resolved.

New SXM Stellantis Panasonic VP4R radio (UAQ, UAV, UAX) vehicles attempting to activate Wi-Fi are redirected to the following AT&T portal message: “In-car Wi-Fi hotspot service is currently unavailable for your vehicle. If you cannot sign up for In-car Wi-Fi hotspot service, please know that we and your vehicle manufacturer are working to resolve the issue as quickly as possible. You will be notified when In-car Wi-Fi hotspot service is available for you to enroll. Thank you for your patience.” See Fig 1 below.

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**



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### Wi-Fi hotspot not available



In-car Wi-Fi hotspot service is currently unavailable for your vehicle.

If you cannot sign up for In-car Wi-Fi hotspot service, please know that we and your vehicle manufacturer are working to resolve the issue as quickly as possible.

You will be notified when In-car Wi-Fi hotspot service is available for you to enroll. Thank you for your patience.

[Cancel](#)

Fig 1.

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