



STAR ONLINE PUBLICATION



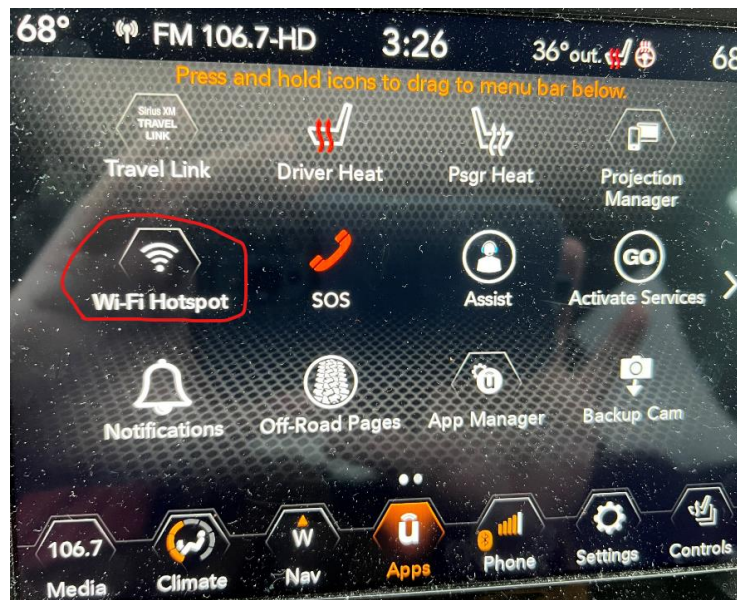
Case Number: S248A000001

Release Date: January 2024

Symptom/Vehicle Issue: SOS and Assistance Call Not Working After Radio Exchange Unit Installed

Discussion: Customer or technician may report SOS or Assistance features not working, connectivity features lost after exchanged radio replacement. Before radio replacement, all connectivity functions were normal. After an exchange unit is installed, check connectivity function. Any Exchange radio unit ordered/installed prior to 12/6/23 & missing Cell signal may be faulty. Suspect dates 9-15-23 to 12-5-2023.

1. Go to Applications and then to Wi-Fi Hotspot.



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.



Fig 1.

2. Check that the radio is showing connectivity in the status bar in the upper left of the screen, the cell connectivity symbols. Make sure vehicle is in open sky area when checking connection.

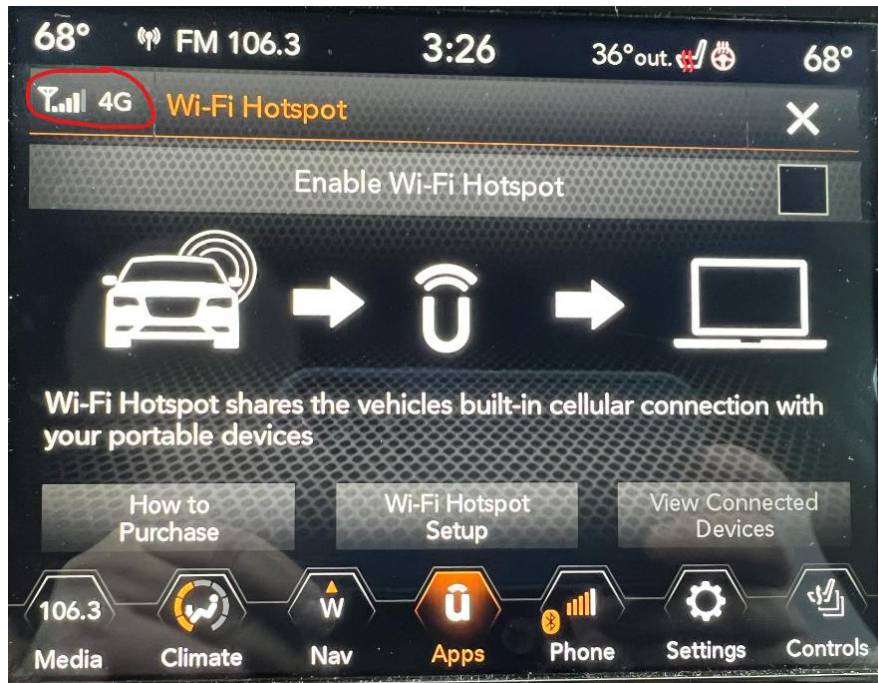


Fig 2

3. After installing the radio if cell signal is not available, and the radio was from the suspect dates, send it back to exchange center.

4. Get a new exchange unit (Clean point- 12/06/2023) make sure radio has Cell signal after installation.

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