

STAR ONLINE PUBLICATION

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Symptom/Vehicle Issue: Reoccurring Radio Software Update Request

Discussion: The RA3 and RA4 8.4" radios may have a reoccurring Radio Software Update Request screen pop up on the radio. The radio software update is a FOTA (Firmware Update Over the Air) update. On every ignition on cycle, radio will ask to schedule the update again. Radio may show software level 18.xx.xx.

To recover the radio, 12v power needs to be disconnect from the radio to clear radio memory. Power can be disconnected with the removal of the radio fuse or performing a battery disconnect. Fuse removal is preferred method. **Note: The radio needs to be disconnect from power long enough to clear memory and discharge the capacitance within the radio.**

Radio recovery.

1. Record all customer radio presets.
- 2a. Pull the radio fuse for at least 20 mins. **"Preferred Method"**.
OR
- 2b. Disconnect battery for at least 20 mins. Disconnect per service procedures for each vehicle.
Note: If vehicle has Stop Start, both batteries must be disconnected during power down.
3. Install radio fuse or reconnect the battery.
4. Do two ignition key on cycles. Then check if radio software update request is gone.
5. Program customer presets.

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