

## STAR ONLINE PUBLICATION

**Case Number:** S1808000198

**Release Date:** 08/26/2019

**Symptom/Vehicle Issue:** Radio Loses Presets

**Discussion:** A customer may complain that the radio presets appear to be lost after an ignition cycle. Verify the concern is not linked to different programmed key fobs or personal memory profile settings - Driver 1 or Driver 2 on vehicles with a memory seat module (MSM). All presets must be set and saved to a driver profile after it is set on the radio. If radio presets are not saved to the driver memory profile, it will reset in vehicle upon key off with the last active driver profile. Many times the last active driver profile is a "default" profile. Customers should continue to save presets to a driver profile until this update is available.

Please reference the following YouTube video for a video on how to set memory profiles.  
<https://www.youtube.com/watch?v=hrCHAeyuJig> Available on the Uconnect® YouTube channel.



**Uconnect**  
QUICK TIPS  
MEMORY SETTINGS

### SAVE

You can SAVE all your favorite RADIO PRESETS through your Uconnect® system!



**DO NOT REPLACE THE RADIO OR MEMORY SEAT MODULE FOR THIS CONCERN.**

For vehicles NOT equipped with a memory seat module (MSM) The radio should be updated with the latest available service software. Older software levels require a full sleep cycle to store preset changes made by the customer. A key cycle only after changing a preset will revert preset to previously stored channel.

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**