

Partner IssueTracker

assignee:cathy_liu3@pegatron.corp-partner.google.com status:open

89 > 34810 > 30025 > Pegatron > 3PL TV 541102585

1 of 2

[URGENT] Request to Halt YouTube App Update for STB BFX-AT100 - Mute Issue Reported

+1 Hotlists (5) Mark as Duplicate

Comments (3) Dependencies Duplicates (0) Blocking (0) Resources (0)

Assigned Customer Issue P0 + Add Hotlist

STATUS UPDATE No update yet. Edit

DESCRIPTION Edit Cathy Liu created issue #1 Jul 31, 2026 04:36PM

Hi Supreetha,
We have received an urgent escalation regarding the YouTube app on the BFX-AT100 STB device. Please help us investigate and request an immediate halt to the current YouTube app rollout for this model.
Issue Description
We are receiving a high volume of VoC (Voice of Customer) reports following recent updates. Users are experiencing a complete loss of audio (mute issue) during video playback. While the video stream plays normally, there is no sound output at all.
Field Device Observations
From the field logs collected, we observed two different YouTube app versions deployed on BFX-AT100 devices:
2c_98_11_b1_bb_e7_20260730190739 : AppInfo(enabled=true, longVersionCode=714302320, packageName=, versionCode=714302320, versionName=7.14.302)
A8_3B_76_FF_2F_BF_20260731075347 : AppInfo(enabled=true, longVersionCode=715300320, packageName=, versionCode=715300320, versionName=7.15.300)
Key Questions & Immediate Action Items:
Rollback / Pause Update: Can we immediately pause the updates to BFX-AT100 devices to prevent further user impact?
Beta Version Inquiry: Version 7.15.300 appears to be a YouTube Beta build. The customer is asking why a beta version was pushed to production devices in the field.
Could you please assist in checking this urgently and let us know the next steps for mitigation?

Thank you so much!

2C_98_11_B1_BB_E7_20260730190505.zip 3.3 MB Download

A8_3B_76_FF_2F_BF_20260731075347.zip 3 MB Download

image.png 32 KB View Download

image-2.png 40 KB View Download

COMMENTS

All comments Oldest first

Supreetha Jis <supreethajis@google.com> Jul 31, 2026 04:45PM
Reassigned to ytlr-peng-bugs-atv@google.com.

preetihiremath@google.com <preetihiremath@google.com> #2 Jul 31, 2026 06:51PM
Reassigned to preetihiremath@google.com.
Hi Supreetha,
We are checking with Eng team. we will update here once we have an update.

seoz@google.com <seoz@google.com> #3 Aug 1, 2026 09:23AM
Reassigned to cathy_liu3@pegatron.corp-partner.google.com.
Hi Pegatron, can you please review this analysis and inspect AudioService.FadeOutManager?
1. Affected Scope:
• Device: BFX-AT100 (15.561.128-20260611).

Reporter cathy_liu3@pegatron.cor...
Type Customer Issue
Priority P0
Severity S0
Status Assigned
Start work
Access Default access View
Assignee cathy_liu3@pegatron.cor...
Verifier
Collaborators Add Add me
CC cathy_liu3@pegatron.corp-pai preetihiremath@google.com seoz@google.com supreethajis@google.com yongdeukji@google.com ytlr-peng-bugs-atv@google.cc yunjong@google.com Add Un-CC me
Code Changes -- Add
Pending Code Changes --
ETA --
Asgd to Privacy --
Bug Weight --
Chase Source --
Chase Status --
Docs: 1-pager --
Expected Impact --
FKBB --
GAR Level -- Edit
LKGB --
ML Component Suggestion Add
ML Duplicate Suggestion Add
Privacy due date --
Project Status --
Regressed From Edit
Regressed Metric Name --
Regression --
Regression ATP Config Name --

- Impacted App Versions: YouTube 7.14.302 (714302320) and 7.15.300 (715300320). Stock build 530304320 is unaffected.

2. Firmware Log Evidence:

- **Instant Fade-Out:** STB system server logcat shows `AudioService.FadeOutManager` executing fading out player ... `uid/pid:10061/...` skip ramp:true when YouTube starts playback, instantly setting volume to 0.0.
- **Missing Un-fade Callback:** `AudioService.FadeOutManager` dispatches `unfadeOutUid()` to restore audio for other apps, but **never sends unfadeOutUid() for YouTube (uid:10061)**, leaving YouTube permanently muted.

3. Action Items for SKB:

- Request SKB STB firmware team inspect `AudioService.FadeOutManager` to ensure `unfadeOutUid()` is properly dispatched for YouTube (`uid:10061`).

Regression Test Name	--	
Root Cause	--	
	Edit	
Security Ranking Score	--	
SysSW-Bug-DRI	--	
SysSW-Bug-Src	--	
Themes	--	
Visual Bug Capture	--	
CarrierConfig App Name	--	
CarrierConfig Certificate SHA256	--	
CarrierConfig Package Names	-- Add	
CarrierConfig XML File Name	--	
Dependency Commitment	--	
Execution Status	--	
FR Status	Pre-PRD	
ID for APA	--	
ID for APA Date	--	
PTE Functional Area	-- Edit	
PTE Product Line	-- Edit	
SLO Anchor Date	--	
Found In	-- Add	
Targeted To	-- Add	
Verified In	-- Add	
In Prod		
Show 32 additional fields		