

Assigned Customer Issue P0 +

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.c... 🔒 ↗

Type

Customer Issue

Priority

P0

Severity

S0

Status

Assigned

Assign to me

Access

Default access View

Assignee

[kjyoung@google.com](#) ↗

Verifier

↗

Collaborators

⋮

Add Add me

CC

⋮

[cathy_liu3@pegatron.corp-pa](#)
[kjyoung@google.com](#)
[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).



Cathy Liu <cathy_liu3@pegatron.corp-partner.google.com>

Aug 3, 2026 09:24AM

Accepted by  cathy_liu3@pegatron.corp-partner.google.com.



Cathy Liu <cathy_liu3@pegatron.corp-partner.google.com> **#4** **Edit**

Aug 4, 2026 10:12AM

Assigned to  seoz@google.com.

Hi seoz

based on [comment #3](#)

the feedback from Foxconn side as below.

1. Affected Scope:

We do not have the STB updated to the YouTube app(7.15.300).

I will download the app from the apkmirror site, check it

And Let's also check AudioService.FadeOutManager in the previous YouTube app and the Issue Youtube app

it seems like it will take time to check.

2. Firmware Log Evidence:

The information is content obtained from a field user. we cannot know what kind of account it is.

The YouTube app(7.15.300) version was in the beta history, and we only know that VoC was received from the user.

3. Action Items for SKB:

we am checking the status of the app distributed by Google based on the content at the URL below

https://docs.google.com/spreadsheets/u/1/d/1kWl6arIqsQYiPKcAGXQHcZmeHs3d2E7fO6kF42g__7c/preview#gid=0

and 7.15.300 is currently on the production list.

1.png

Since our test unit did not have 7.15.300 preinstalled, I downloaded and sideloaded the APK from APKPure to test the issue:

<https://d.apkpure.com/b/XAPK/com.google.android.youtube.tv?versionCode=715300320>

While reviewing AudioService.FadeOutManager , we found that its

fade/un-fade behavior is directly gated on audio focus state, not an independent decision.

The relevant code

(frameworks/base/services/core/java/com/android/server/audio/FocusRequester.java):

```
private boolean frameworkHandleFocusLoss(int focusLoss,
    @NonNull final FocusRequester frWinner, boolean forceDuck) {
    ...
    if (focusLoss == AudioManager.AUDIOFOCUS_LOSS) {
        if (!MediaFocusControl.ENFORCE_FADEOUT_FOR_FOCUS_LOSS) {
            return false;
        }
        // candidate for fade-out before a receiving a loss
        boolean playersAreFaded = mFocusController.fadeOutPlayers(frWinner, /* loser */ this);
        ...
    }
}
```

Based on this, I checked whether YouTube 7.15.300 actually acquires audio focus when it plays. I captured dumpsys audio while YouTube was actively playing, for both versions:

- dumpsys_audio_5.30.304.log
- dumpsys_audio_7.15.300.log

The "Audio Focus stack entries" section of each tells the story directly:

5.30.304: pack: [com.google.android.youtube.tv](#) gain: GAIN uid: 10066 <- YouTube holds focus
7.15.300: pack: [com.skb.tv](#) gain: GAIN uid: 10025 <- YouTube is not even in the stack

With 5.30.304, YouTube itself sits at the top of the focus stack (i.e. it successfully called requestAudioFocus() and won).

With 7.15.300, while YouTube is actively playing video, it never appears in the focus stack at all -- our STB launcher ([com.skb.tv](#)) remains the sole focus holder throughout playback.

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

Show 32 additional fields 

Could you help us confirm why audio focus acquisition behaves differently when the YouTube app runs in 7.15.300 compared to 5.30.304?

Thank you so much!

 1.png

34 KB [View](#) [Download](#) 



 dumpsys_audio_5.30.304.log

19 KB [View](#) [Download](#) 



 dumpsys_audio_7.15.300.log

18 KB [View](#) [Download](#) 



 image-4.png

120 KB [View](#) [Download](#) 





seoz@google.com <seoz@google.com> [#5](#)

Aug 6, 2026 02:39PM 

Reassigned to  kjyoun@google.com.

@kjyoun@google.com Based on the info from Pegatron in [comment #4](#), do you have any questions for them to help figure out the root cause?



kjyoun@google.com <kjyoun@google.com> [#6](#)

Aug 7, 2026 02:39AM 

Reassigned to  seoz@google.com.

Thanks for the detailed info.

For now, I am waiting for the results of the A/B test requested on b/542680307#comment4. Once we have the test results and correlate them with the audio focus findings, we can decide on the next steps.

I have no additional questions for Pegatron at the moment.

Message last modified on Aug 7, 2026 02:39AM



Cathy Liu <cathy_liu3@pegatron.corp-partner.google.com> [#7](#)

Edit

Aug 10, 2026 11:05AM 

Hi Team
sorry to bother you~~
partner pushed for status updates.
If there is any updates, pls let us know.
Thank you so much!



kjyoun@google.com <kjyoun@google.com> [#8](#)

Aug 11, 2026 03:05AM 

It's no bother at all! In fact, the logs are really helpful.



kjyoun@google.com <kjyoun@google.com> [#9](#)

Aug 11, 2026 11:31AM 

Reassigned to  cathy_liu3@pegatron.corp-partner.google.com.

Hi Pegatron team

You can reproduce this problem consistently on your end, right?

Then can you install these 2 apks and test whether this issue is still reproducible on each apk?

FYI, audio_focus.apk is the app that has my poc impl. handling audio focus.

baseline.apk is the baseline w/o my changes.

Message last modified on Aug 11, 2026 11:40AM

 Cobalt.qa.audio_focus.apk

81 MB [Download](#) 



 Cobalt.qa.baseline.apk



**kjyoun@google.com** <kjyoun@google.com> [#10](#)Aug 11, 2026 11:42AM 

Here are another set of A/B test apks

Can you test these apks to see the issue is reproducible on them?

I cannot reproduce the problem on my end, so that I need your inputs

**Cobalt.qa.on.apk**81 MB [Download](#) **Cobalt.qa.off.apk**81 MB [Download](#) **Cathy Liu** <cathy_liu3@pegatron.corp-partner.google.com>

Aug 11, 2026 01:38PM

Accepted by  cathy_liu3@pegatron.corp-partner.google.com.**Cathy Liu** <cathy_liu3@pegatron.corp-partner.google.com> [#11](#) [Edit](#)Aug 12, 2026 01:49PM *Assigned to  kjyoun@google.com.*

Hi kjyoun

below is the feedback from partner side.

Thank you for the test builds. We have did testing with Cobalt.qa.baseline.apk and Cobalt.qa.audio_focus.apk.
Please find our results below.

The mute symptom has been reported from the field after the YouTube app was updated to 7.15.300. However, we still do not know the trigger condition, and we have not been able to reproduce the mute symptom in our lab. we have tested from multiple angles without success so far. we are continuing to review the suspected functions, and audio focus is currently our primary suspicion.

[App Test procedure]

Device: BFX-AT100. Both APKs were tested with the identical sequence below.

1. Tune to a live TV channel (SKB launcher [com.skb.tv](#) is the active focus holder at this point), then start logcat capture.

log file : Cobalt.qa.baseline_logcat.txt

log file : Cobalt.qa.audio_focus_logcat.txt

2. Launch the Cobalt test app and confirm video playback starts:

[cmd1]

am start -a android.intent.action.VIEW -n dev.cobalt.coat/dev.cobalt.app.MainActivity -d "<https://www.youtube.com/tv?v=nWsep10BwaQ>"

After playback is confirmed, capture dumpsys audio.

log file : Cobalt.qa.baseline_dumpsysAudio.txt

log file : Cobalt.qa.audio_focus_dumpsysAudio.txt

3. Switch to other content to exercise focus transitions:

[cmd2]

am start -a android.intent.action.VIEW -n dev.cobalt.coat/dev.cobalt.app.MainActivity -d "<https://www.youtube.com/tv?v=PbQRpPee3Wg>"

[cmd3]

am start -a android.intent.action.VIEW -n dev.cobalt.coat/dev.cobalt.app.MainActivity -d "<https://www.youtube.com/shorts/9czoQCAbdsg>"

4. Exit the Cobalt app and stop logcat capture.

[Results — audio focus behavior]

The difference between the two builds is clear.

> Cobalt.qa.baseline.apk — Cobalt does not appear in the focus stack at all
[com.skb.tv](#) remains the sole focus holder for the entire playback session. There is not a single requestAudioFocus() call from dev.cobalt.coat in the whole log.

...

Audio Focus stack entries (last is top of stack):

pack: [com.skb.tv](#) -- gain: GAIN -- loss: none -- uid: 10025

-- attr: usage=USAGE_UNKNOWN content=CONTENT_TYPE_MUSIC -- sdk:31

...

This exactly matches the 7.15.300 signature we reported in comment

> Cobalt.qa.audio_focus.apk — Cobalt correctly acquires and holds audio focus

```
...
Audio Focus stack entries (last is top of stack):
  pack: dev.cobalt.coat -- client: dev.cobalt.media.AudioFocusDelegate@1b1d50f
  -- gain: GAIN -- loss: none -- uid: 10081
  -- attr: usage=USAGE_MEDIA content=CONTENT_TYPE_MOVIE -- sdk:36
...

...
17:58:00.274 starboard_media: AudioFocusDelegate: requestAudioFocus called (hasAudioFocus=false)
17:58:00.276 MediaFocusControl: requestAudioFocus() from uid/pid 10081/32014
  AA=USAGE_MEDIA/CONTENT_TYPE_MOVIE callingPack=dev.cobalt.coat req=1
17:58:00.282 starboard_media: AudioFocusDelegate: requestAudioFocus result=1, granted=true
...
```

The focus lifecycle is also handled correctly across content switches — focus is abandoned and re-requested on each transition:

```
[Cobalt.qa.audio_focus_logcat.txt]
....
17:58:38.671 AudioFocusDelegate: abandonAudioFocus called (hasAudioFocus=true,
isTransientLoss=false)
17:58:38.678 AudioFocusDelegate: abandoned focus successfully.
17:58:40.160 AudioFocusDelegate: requestAudioFocus called (hasAudioFocus=false)
17:58:40.164 AudioFocusDelegate: requestAudioFocus result=1, granted=true
....
```

[Results] — FadeOutManager behavior

In both builds, there is no "fading out player ... skip ramp:true" event for the Cobalt uid at all.
In the baseline build, Cobalt was never a fade-out target in the first place — because it never participated in the focus stack
In the audio_focus build, once Cobalt participates in the focus stack, the framework un-fades it properly every time:

```
...
17:58:00.281 AudioService.FadeOutManager: unfadeOutUid() uid:10081
17:58:40.163 AudioService.FadeOutManager: unfadeOutUid() uid:10081
17:59:04.936 AudioService.FadeOutManager: unfadeOutUid() uid:10081
17:59:22.950 AudioService.FadeOutManager: unfadeOutUid() uid:10081
...
```

This is the test result so far

And we are continuing to test from multiple angles to find the reproduction condition. (it seems very difficult.)
Once we identify a reliable reproduction path, we will proceed with the Cobalt.qa.on.apk , Cobalt.qa.off.apk A/B set and report back.

and I have an additional question.
Are we the only party who has reported this audio issue after the YouTube app update, or have other partners/OEMs raised the same problem?

Thank you so much!

 Cobalt.qa.audio_focus_dumpsysAudio.txt	
38 KB View Download 	
 Cobalt.qa.audio_focus_logcat.txt	
1.5 MB View Download 	
 Cobalt.qa.baseline_dumpsysAudio.txt	
38 KB View Download 	
 Cobalt.qa.baseline_logcat.txt	
20 MB View Download 	
 image-5.png	
107 KB View Download 	



preetihiremath@google.com <preetihiremath@google.com> [#12](#)

Aug 12, 2026 02:04PM 

Hi Team,

Sometime we have seen issue will not be reproduced by sideloading the APK that is by installing the APK manually and testing.

We need to use autoupdate method to install these APK and test whether issue is reproducible.

Message last modified on Aug 13, 2026 02:19PM



leejaeho@google.com <leejaeho@google.com> [#13](#)

Aug 13, 2026 04:27PM

@kjyoun@google.com

Here is adb bugreport.

bugreport-INTEKS20SI-STTC.220724.001-2026-08-13-17-23-48.zip

5 MB [Download](#)



Cathy Liu <cathy_liu3@pegatron.corp-partner.google.com> [#14](#) [Edit](#)

Aug 13, 2026 05:16PM

Hi Team

partner also update below info for your reference.

we have confirmed that when the YouTube app is backgrounded via the Home key while playing video, then updated while in the background, and relaunched, the video plays back normally but no audio is output.

This symptom was reproduced through two independent paths: the real YouTube app (5.30.304 → 7.15.300 update) and internal Cobalt test builds.

Reproduction Environment

- Device: BFX-AT100
- Real-app repro: YouTube TV app 5.30.304 → updated to 7.15.300
- Cobalt test repro:
 - Cobalt.qa.audio_focus.apk (works correctly — issue does NOT reproduce)
 - Cobalt.qa.baseline.apk (issue reproduces)

Reproduction Steps

A. Real YouTube app

- 1) Play a video on YouTube 5.30.304
- 2) Press Home to background YouTube
- 3) Update YouTube app to 7.15.300
- 4) Relaunch YouTube → video plays but no audio output

B. Reproduction with Cobalt test builds (same pattern)

- 1) adb install Cobalt.qa.audio_focus.apk
- 2) adb shell am start -a android.intent.action.VIEW \
-n dev.cobalt.coat/dev.cobalt.app.MainActivity \
-d "https://www.youtube.com/tv?v=nWsep10BwaQ"
- 3) Press Home to switch to Live (launcher) — backgrounds Cobalt (14:25:35)
- 4) adb install Cobalt.qa.baseline.apk (triggers app restart via install) (14:25:53)
- 5) Relaunch Cobalt with the same intent (14:26:14)
→ From this point, no audio output

Symptom Log (BFX-AT100_2026-08-13_issue.log)

..
08-13 14:26:16.329 3797 5413 I AudioService.FadeOutManager: fading out player piid:151 uid/pid:10080/8899 skip ramp:true
08-13 14:26:17.696 3797 4846 I AudioService.FadeOutManager: fading out player piid:159 uid/pid:10080/8899 skip ramp:true
08-13 14:26:19.820 3797 4846 I AudioService.FadeOutManager: fading out player piid:167 uid/pid:10080/8899 skip ramp:true
08-13 14:26:39.595 3797 3817 I AudioService.FadeOutManager: fading out player piid:175 uid/pid:10080/8899 skip ramp:true

BFX-AT100_2026-08-13_issue.log

2.6 MB [View](#) [Download](#)



kjyoun@google.com <kjyoun@google.com> [#15](#)

Aug 14, 2026 04:20AM

Reassigned to cathy_liu3@pegatron.corp-partner.google.com.

Thanks for sharing repro step.

do you mean this issue is only reproducible on Cobalt.qa.baseline.apk, not Cobalt.qa.audio_focus.apk?

I am little bit confused since repro steps in #comment14 has both app involved.

Could you run test with only single app?



Cathy Liu <cathy_liu3@pegatron.corp-partner.google.com>

Aug 17, 2026 09:11AM

Accepted by  cathy_liu3@pegatron.corp-partner.google.com.



Cathy Liu <cathy_liu3@pegatron.corp-partner.google.com> [#16](#) [Edit](#)

Aug 18, 2026 04:09PM



Assigned to  kjyoun@google.com.

Hi kjyoun
pls find partner's feedback as below
Thank you so much!

It is not reproducible with a single app at all – it only reproduces after an app upgrade (installing one APK over the other).

[Single-app test result]
I ran the test with only one app installed (install → launch YouTube → play), for each APK separately:
- Cobalt.qa.audio_focus.apk only → audio OK
- Cobalt.qa.baseline.apk only → audio OK

So neither APK alone reproduces the mute issue.
The trigger is the upgrade transition, not the app binary itself.

[Upgrade test results and logs]

Case 1: audio_focus → baseline (REPRODUCED)
1. adb install Cobalt.qa.audio_focus.apk
2. Launch YouTube
 adb shell am start -a android.intent.action.VIEW -n dev.cobalt.coat/dev.cobalt.app.MainActivity -d "https://www.youtube.com/tv?v=nWsep10BwaQ"
3. Press Home and start Live TV (leave YouTube)
4. adb install Cobalt.qa.baseline.apk (upgrade over the running/previous app)
5. Launch YouTube again (same command as step 2)
 → NG: no audio output. Video plays, but audio is muted.
 Logs attached: bugreport-BFX_AT100-STTC.220724.001-2026-08-18-10-34-55_Case1.zip, logcat_case1.log, case1_dump_sysaudio.txt
6. adb reboot (STB reboot)
7. Launch YouTube again (same command as step 2)
 → OK: audio is output normally.

Case 2: baseline → audio_focus (NOT reproduced)
1. adb install Cobalt.qa.baseline.apk
2. Launch YouTube (same command as above)
3. Press Home and start Live TV (leave YouTube)
4. adb install Cobalt.qa.audio_focus.apk
5. Launch YouTube again
 → OK: audio is output normally.
 Logs attached: bugreport-BFX_AT100-STTC.220724.001-2026-08-18-10-28-14_Case2.zip, logcat_case2.log, case2_dump_sysaudio.txt

[Summary] image.png



2026-08-18_test_case1.zip



6.3 MB [Download](#)



2026-08-18_test_case2.zip



6.3 MB [Download](#)



image-6.png



20 KB [View](#) [Download](#)



leejaeho@google.com <leejaeho@google.com> [#17](#)

Aug 19, 2026 09:40AM



@cathy_liu3@pegatron.corp-partner.google.com

The fix is included in 7.18.303.

Please double-check on your side.



Cathy Liu <cathy_liu3@pegatron.corp-partner.google.com> [#18](#) [Edit](#)

Aug 19, 2026 10:53AM



got it!
we will feedback to foxconn for comment #17