



STAR ONLINE PUBLICATION



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Symptom/Vehicle Issue: R1 Radio, Sales Codes UBN, UEN, UBG, UEG, UFN, UFG With DTC's B1498-13, B1408-13, B140C-13, B1431-00

Discussion: Technician may find, during vehicle prep inspections that the vehicles radio may have set any of the following DTC's:

- B1498-13 USB Hub-Circuit Open – Stored or pending
- B140C-13 Rear Right Audio Speaker Output - Active
- B1408-13 Rear Left Audio Speaker Output - Active
- B1431-00 Blue Tooth Antenna Performance – Stored or pending

Document all radio DTC's and list the status stored, active, or pending. Use the scan tool to erase and to clear all DTC's and retest the operations. Complete the normal vehicle sleep cycle, disconnecting the scan tool and reconnecting.

If any of the above DTC's cannot be cleared verify the radio software is updated to R16 software that will be available by December 2020. If the vehicle is setting the above DTC's and the radio is at R16 software, do not replace the radio, contact the STAR Center for further direction and software update validation.

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