



STAR ONLINE PUBLICATION



Case Number: S2008000184

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Symptom/Vehicle Issue: TBM (Telematics Box Module), DTC U0100-00 Lost Communication With ECM/PCM

Discussion: Technician may find the Telematics Box Module may have set DTC U0100-00 Lost Communication With ECM/PCM. This DTC is setting in error and no repairs should be attempted to resolve.

Do not replace any parts at this time, current parts inventory will perform in the same way. The field will be notified when software updates are available. Updates are expected by the first quarter of 2021.

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