Case Number: S2108000114

Release Date: May 2021

Symptom/Vehicle Issue: Stored B1552-2A DTC Emergency Call Button Stuck

Technician Observation: Technician may find a stored B1552-2A DTC Emergency Call Button-Stuck code when performing a Witech scan. However, the customer did not observe any emergency call button stuck or other related issues.

Discussion: The DTC B1552-2A is set incorrectly when a misalignment in a CAN signal occurs between TBM, BCM, and Over Head Console. The issue will be resolved in a software enhancement for the Telematics Box Module, TBM2. Timing tentatively 4th quarter 2021.

No repair is required for a stored B1552-2A code. Please clear the DTC. If the code is active, follow the diagnosis procedure of "B1552-2A-EMERGENCY CALL BUTTON-STUCK".

Contact STAR Center, or your Technical Assistance Center Via TechCONNECT or eCONTACT ticket if no solution is found