



STAR ONLINE PUBLICATION



Case Number: S2108000114

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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".

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