



STAR ONLINE PUBLICATION



Case Number: S2108000015 – REV. D

Release Date: November 2021

Symptom/Vehicle Issue: Uconnect Box Requires Service Message

Discussion: Customer may receive a message on the radio “Uconnect box requires service. Please visit an authorized dealer”. This issue may come up right after the vehicle switching to customer mode or a new TBM module was installed.

This message may display each time the vehicle starts until the TBM security certificate is downloaded. To get the certificate updated, the vehicle must have a good AT&T or Rogers network coverage and good GPS signals. Multiple ignition cycles may be needed.

1. Take a configuration report and scan report
2. Verify if there is any TBM related DTC.
3. If an active TBM DTC is set the Uconnect service message will appear. Please troubleshoot the issue per DTC repair procedures.
4. Perform ECU reset and clear the DTC if required.
5. If there is no related active DTC, the popup message might be triggered due to missing the security certificate.
6. Good AT&T or Rogers network coverage and good GPS signals are required in order to get the TBM to connect to the server.
7. Please leave the vehicle ignition on for 15 to 20 minutes. Then cycle ignition off and on. Verify if the popup message disappears.
8. **Do not replace the TBM module or Radio** if the issue cannot be duplicated.

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



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Fig 1

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