



## STAR ONLINE PUBLICATION



**Case Number:** S2108000015 – REV. B

**Release Date:** June 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 come up until the TBM security certificate downloads when the vehicle has connectivity and certain criteria is met. Technician may find a code U3033-00 Control Module Security Certificate Missing/Invalid. The code can take up to 40 ignition cycles to clear and this stored fault may show up at a dealership before it has an opportunity to clear. When this fault is shown as stored, the certificate has been successfully uploaded.

1. Take a configuration report and scan report
2. Verify if there is any TBM related DTC.
3. An active TBM DTC will set the Uconnect service message. Please troubleshoot the issue per DTC repair procedures.
4. Perform ECU reset and clear the DTC if required.
5. If no active DTCs, TBM needs a certificate from connectivity server.
6. Weak network coverage will delay the process of certificate update. Vehicle may need to be driven to an area which has strong network signals, so the vehicle can connect to the server.
7. Depending on the busyness of server, it may take couple days to send the certificate to a TBM.
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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