



STAR ONLINE PUBLICATION



Case Number: S2108000202

Release Date: August 2021

Symptom/Vehicle Issue: SOS Call Unavailable Message Displayed At Key On

Customer Complaint/Technician Observation:

Customers might receive a popup message of Emergency Call Error, showing “SOS call unavailable. Please visit an authorized dealer”.

Discussion:

The popup message is triggered incorrectly. In most cases, the radio and TBM will resume to operation after customer closes the popup. The message only happens once in a key cycle. The emergency call feature will be operative even though the popup is displayed.

No repair is required for this error message. Please DO NOT replace the TBM module.

If the radio is ON, the emergency call popup error screen will display on the top of radio screen as Figure one shows. The radio will return to the last mode, after closing the popup by clicking “X” or “OK”

The Emergency call error popup screen will appear differently when radio is off as figure 2 shows. The popup message displays with black background. The popup message will disappear, and radio will remain off If customer presses “OK” or “X” on the screen.

Software fix of this SOS call popup is planned in Q4 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



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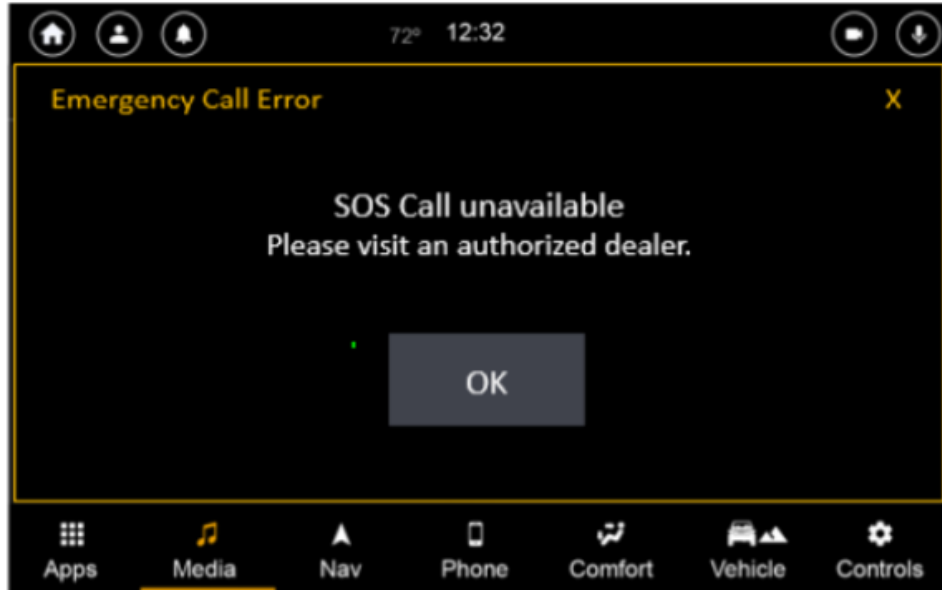


Figure 1 Emergency call popup when radio is on.

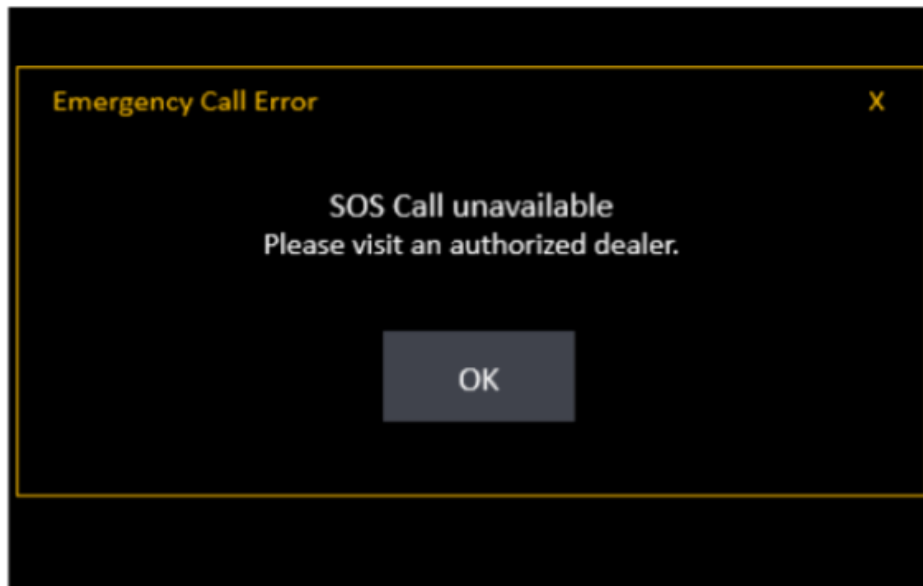


Figure 2 Emergency call popup when radio is off.

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