



STAR ONLINE PUBLICATION



Case Number: S2108000206

Release Date: August 2021

Symptom/Vehicle Issue: Uconnect Box Requires Service Popup Message After Startup

Customer Complaint/Technician Observation:

Customers might receive a popup message of Uconnect Box Error, showing “Uconnect Box Requires Service. Please visit an authorized dealer”.

Discussion:

This popup message may be triggered due to vehicle profile not being set up properly. The message mainly appears after the vehicle was switched to the customer mode or a new TBM module was installed. Weak network coverage will delay the process of vehicle profile update. The vehicle may need to be driven around to an area which has strong network signals, so the vehicle can connect to the TBM server. Multiple ignition cycles may be required after network connection.

1. Please take a vehicle scan report, vehicle configuration report, and ECU details report.
2. Verify if there is any TBM related DTCs active.
3. Please drive the vehicle to an area with strong network coverage, and do multiple ignition cycles, if no active TBM related DTC is observed.
4. Perform radio and TBM hard reset.
5. If the issue continues after several trials, please create a STAR case and ask for Head Unit and TBM pairing investigation. Please attach the ECU detail report, VSR report and radio head unit ID and software version information to the STAR case.

DO NOT replace the TBM module if there is NO B22A9-96 (ECU internal performance) DTC or issue could not 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