



STAR ONLINE PUBLICATION



Case Number: S2108000019 - REV. A

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Symptom/Vehicle Issue: R1H Missing Connectivity Info In The Radio (Found In TBM)

Discussion: Dealer may attempt to locate the Connectivity Information for the vehicle. It is no longer found in the radio in MY21 for vehicles with a TBM, Telematics Box Module. Do not replace a radio for this concern. Dealer should find the connectivity information, like the MSISDN or ICCID numbers under the TBM2 tab in wiTECH.

TBM2	Telematic Box Module 2	CAN-C
Number of Flash memory rewritings		0
Odometer		464
Odometer value at last flash memory rewriting		0
Radio Access Technology		4G
SIM Identifier ICCID		89011704272514178636
Time of first DTC detection		1399
Time since Ignition on of first DTC detection		135
VIN LOCK State		Locked by external tool
VIN Locked		Locked by odometer
VIN Odometer Counter		1
Vehicle Speed		0

Fig 1

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