

GPOP - Issue Review System

Part Number: 68436288A\$, 68570137A\$

Part Description: MODULE, Telematics

Issue Description: A brand-new vehicle with telematics box, customer may report Uconnect box error popup on the screen every time the vehicle is ignition on. Missing security certificate on a new vehicle or after a new TBM installed, or any active DTC set by TBM will trigger this popup. Please refer to STAR Online S2108000015 for more information.

If you continually see this popup message, also see an active B22A9-93 DTC, please use wiTECH tool to check TBM2 module and record the failure information as shown on STAR Online S228A000003. Before replacing the TBM module, please check connections behind the TBM, the antenna and harness for improper connection and damage. For more guidance, please contact one of the following:
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