



STAR ONLINE PUBLICATION



Case Number: S228A000005

Release Date: May 2022

Symptom/Vehicle Issue: Uconnect Box Error Message, With Active or Stored Cellular Antenna Open or Short DTC B1560-11, B1560-13, B1561-11 or B1561-13

Discussion: The customer may see "Uconnect Box requires service" message popup on the radio screen when vehicle starts. wiTECH shows one or more active or stored DTC(s):

- B1560-11 - Cellular Antenna 1: Circuit Short to Ground,
- B1560-13 - Cellular Antenna 1: Circuit Open or Short to Battery,
- B1561-11 - Cellular Antenna 2: Circuit Short to Ground,
- B1561-13 - Cellular Antenna 2: Circuit Open or Short to Battery,

Every time the antenna open or short DTC(s) was set, the Uconnect box error popup will show on the screen. The message will stay on until next ignition off or customer closes the popup by pressing the cross button at top right corner of the screen.

Please check the antenna harness connections on both TBM and antenna for proper installation, damaged connector locks, bent terminals or terminal push out. Check harness continuity and for cable pinch or damage.

Do not replace the TBM module, if the customer's concerns could not be duplicated and DTC becomes stored. Most likely this was due to an intermittent harness connection concern.

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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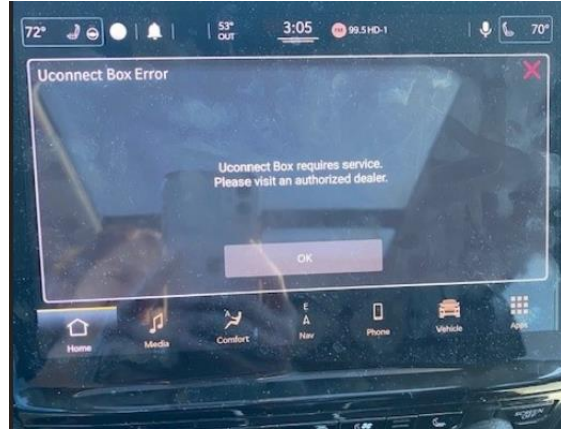


Fig 1 Error Message

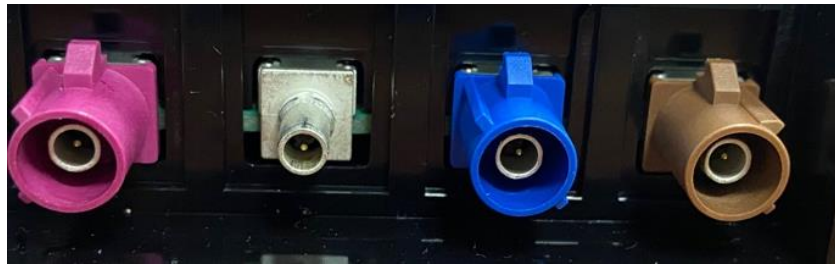


Fig 2 Example of Damaged Connector

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