



STAR ONLINE PUBLICATION



Case Number: S228A000003

Release Date: May 2022

Symptom/Vehicle Issue: Uconnect Box Error Message On Radio Screen And DTC code B22A9-96 Set

Discussion: The customer may report “Uconnect Box requires service” error popup on radio screen every time the vehicle starts. wiTECH shows active DTC B22A9-93 (ECU internal performance) set by Telematics Box Module 2, TBM2. Engineering is looking into this code and is looking for error code details in the TBM2 data if code is set active. Please add this data to the Repair Order information. If a Star case had been opened, please provide the data in Star case. See procedure below:

Please use wiTECH tool to check the TBM2 data.

Select TBM2 module -> Data tab -> ECU internal fails screen and record the value of:

Modem – fail,

SIM module – fail,

GNSS/Modem receiver – fail,

Wi-Fi module – fail, and

Accelerometer E60 – fail

Log the name and “value” (yes/no) of those items to R/O and/or the STAR case.

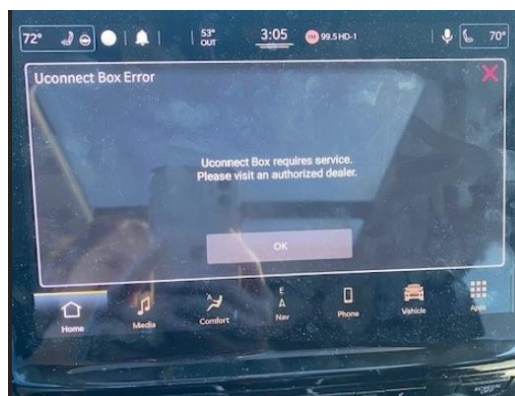


Fig 1 Error Message

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



STAR ONLINE PUBLICATION



2022 JEEP GRAND CHEROKEE 3.6L V6 24V VVT ENGINE U...
1C4RJKEG4N8500872

T9350DR Create JIRA

Press F11 to exit full screen

TBM2

Telematic Box Module 2

Flash DTC **Data** Misc Functions System Tests Actuators Details Configuration

Type: All Record Units: Metric Filter Selections Graph Selections Add To Vehicle Data Clear Selections 0.75 s Search

ECU Internal Fails

NAME	VALUE	UNIT	TYPE
Modem - Fail	No		Sensors
SIM Module - Fail	No		Sensors
GNSS/Modem Receiver - Fail	No		Sensors
WiFi Module - Fail	No		Sensors
Accelerometer - E6D - Fail	No		Sensors

Ungrouped Data 35 items

NAME	VALUE	UNIT	TYPE
Odometer	3472	km	Bussed Inputs
Cellular Signal Strength	5		Sensors
Battery Voltage	11.8	V	Bussed Inputs
Network Connection Status	Connected		Sensors
GPS DateYear	2022	-	Sensors
GPS DateMonth			Sensors

teams.microsoft.com is sharing your screen. Stop sharing Hide

Fig 2 TBM2 Data - ECU Internal Fails

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