



## STAR ONLINE PUBLICATION



**Case Number:** S2208000124

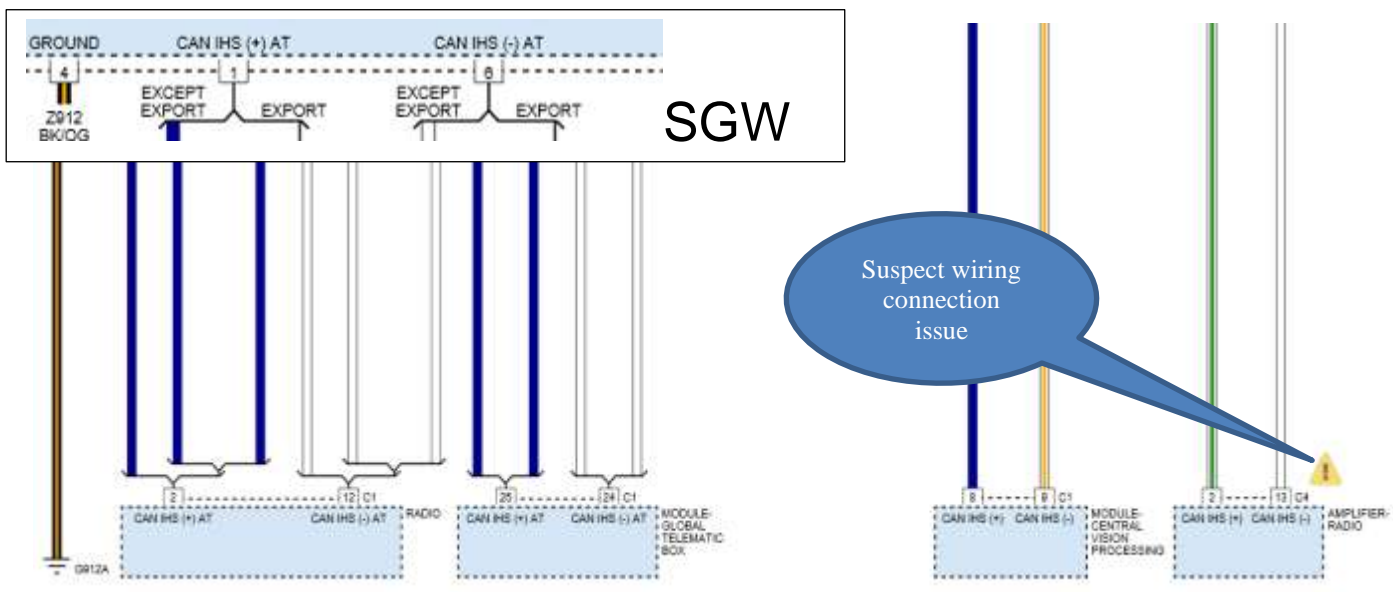
**Release Date:** June 2022

**Symptom/Vehicle Issue:** U0184 Loss Communication With Radio Setting In Multiple Modules

**Diagnosis:** Conditions for DTC U0184 Loss Communication With Radio, may be active or stored, and can set in multiple modules, HVAC, BCM, or AMP. This condition will occur because the radio is not active or there is a delayed response on the CAN-BH2: CAN-IHS/Audio Telematics (AT) BUS circuit.

**Repair Procedure:** If DTC U0184 - Lost Communication With Radio has been set and it is a STORED DTC, clear the DTC, inspect (AT or IHS) BUS circuits at Security Gateway (SGW) and radio for a spread or pushed out terminals. This DTC is rarely caused by a SGW internal module fault. If active, continue with the service diagnostic procedure outlined in Service Library.

Perform a harness wiggle test for an intermittent concern while monitoring the (AT or IHS) BUS voltage. See Service Library for any highlighted wiring locations as a suspect area to inspect prior to module replacement, example below JL- Wrangler connection highlighted.



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**