



## STAR ONLINE PUBLICATION



**Case Number:** S2108000125 REV A

**Release Date:** January 2022

**Symptom/Vehicle Issue:** Battery Of Uconnect Box Is Temporarily Low Popup Message

**Discussion:** Customers might receive a popup message of Uconnect Box Error, showing “Battery of Uconnect box is temporarily low, SOS call and related functions may be unavailable”. The popup is a warning message to the customer that the SOS call is not available due to low voltage of backup battery in the TBM module. The failure happens when the battery is drained because the vehicle has not been running for long time. The battery will be fully charged after vehicle runs for approximately 4 hours.

**No repair is required for this error message. Please DO NOT replace the TBM module.**

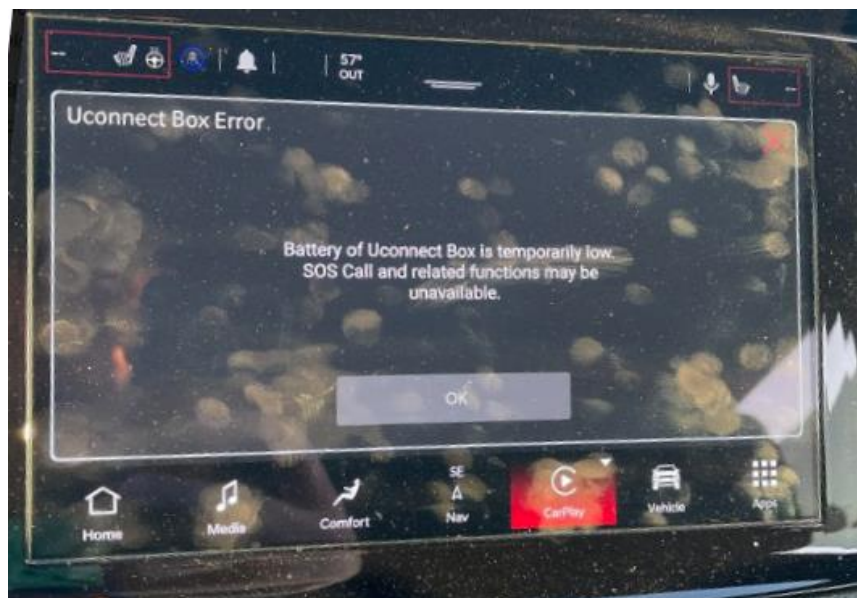


Fig 1

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**