



STAR ONLINE PUBLICATION



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Symptom/Vehicle Issue: Erroneous Email Or Mobile App Message Notification For Airbag Light On

Customer Complaint/Technician Observation:

Customers might receive an email or mobile App notification that the airbag light is on. However, when the vehicle is turned on, there is no airbag light on the dash. It happens randomly. Technician may not be able to duplicate the issue and no stored or active codes found.

Discussion:

The email or mobile app notification may be sent incorrectly. Please:

1. Take a configuration report and scan report.
2. Check for any stored or active airbag related Diagnostic Trouble Codes (DTC)s.
3. If any codes are found, perform proper DTC diagnosis and repair found in Service Library.

Engineering is investigating the issue. Do not replace the ORC, Radio or TBM module if no airbag related DTC(s) were found.

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, eCONTACT or Service Library entry if no solution is found.