



STAR ONLINE PUBLICATION



Case Number: S228A000016

Release Date: August 2022

Symptom/Vehicle Issue: Battery Of Uconnect Box Is Temporarily Low or Requires Service 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” or “Battery of Uconnect Box requires service. HELP Call and related functions may be unavailable. Please visit an authorized dealer”.

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 when the vehicle has not been running for long time.

1. Take a configuration report and scan report
2. Verify if there is any TBM related DTC. Please troubleshoot the issue per DTC repair procedures
3. Verify if there is an active or stored B1E21-16 DTC (backup battery circuit voltage below threshold)
4. Perform TBM ECU reset (hard reset) and clear the DTC(s) if required
5. Verify the TBM part # and software version from TBM configuration report.

If the TBM part number and software version is lower than below, run an ECU detail report. check TBM part number and software level.

- 56029921AG and 211388

A TBM software for backup battery enhancement is available. Please ask the customer to accept over air TBM update when the notification popup on the radio screen.

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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6. In case of TBM has the latest software or no B1E21-16 DTC, the popup is due to backup battery lack of charging. To charge battery of TBM requires ignition to be on in the vehicle for up to 4 hours to recover this issue.
7. Do not replace the TBM module or radio if the issue cannot be duplicated.

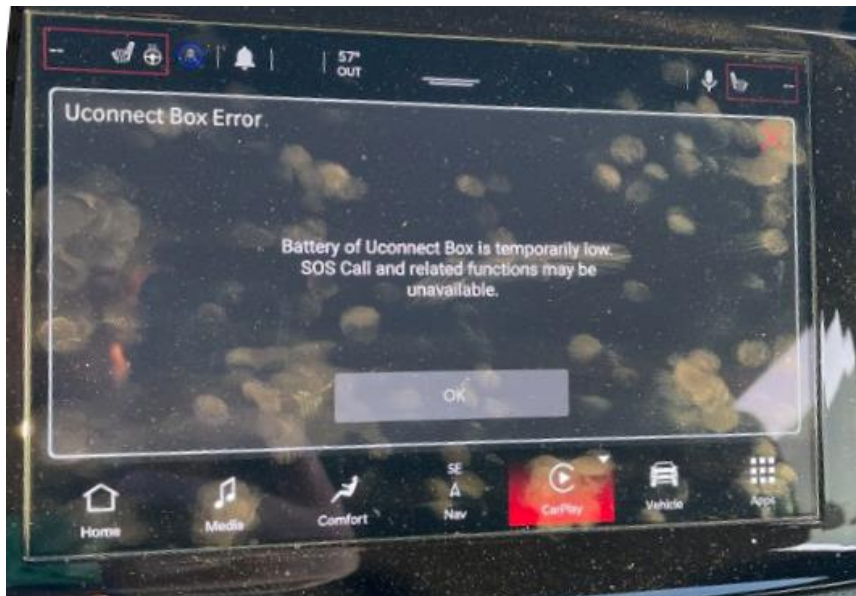


Fig 1

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