



STAR ONLINE PUBLICATION



Case Number: S228A000022

Release Date: August 2022

Symptom/Vehicle Issue: Connected Service Requires Service Message

Customer Complaint/Technician Observation:

Customers might receive a message on the radio “Connected Service requires service. Please visit an authorized dealer” when vehicle starts, and connectivity feature is inoperable.

The technician will see this message right after the vehicle is switched to customer mode or a new Telematics Box Module (TBM) is installed.

This message may appear every time when the vehicle starts, until TBM security certificate is downloaded. To get the certificate updated, the vehicle must have a good AT&T or Rogers network coverage and good GPS signals. Multiple ignition cycles may be needed.

Discussion:

1. Run a Configuration and Scan report.
2. Verify if there is any TBM related Diagnostic Trouble Codes (DTC).
3. If a TBM DTC is active, the Connected service message will appear. Please repair any DTC issues per normal diagnostics repair procedures in Service Library.
4. Perform TBM ECU reset and clear the DTC if required.
5. If there is no TBM related DTC active, the popup message maybe triggered due to missing security certificate.
6. Good AT&T or Rogers network coverage and good GPS signals are required in order to get TBM connect to the server.

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.



STAR ONLINE PUBLICATION



7. To complete connectivity vin lock, the vehicle needs to have over 5 miles (or 5 km) on it. Please take a short drive if needed.
8. Leave the vehicle ignition on for 15 to 20 minutes. Then cycle ignition off and on multiple times. Verify if the popup message disappears.

Do NOT replace the TBM module or Radio if the customer's concerns could not be duplicated.

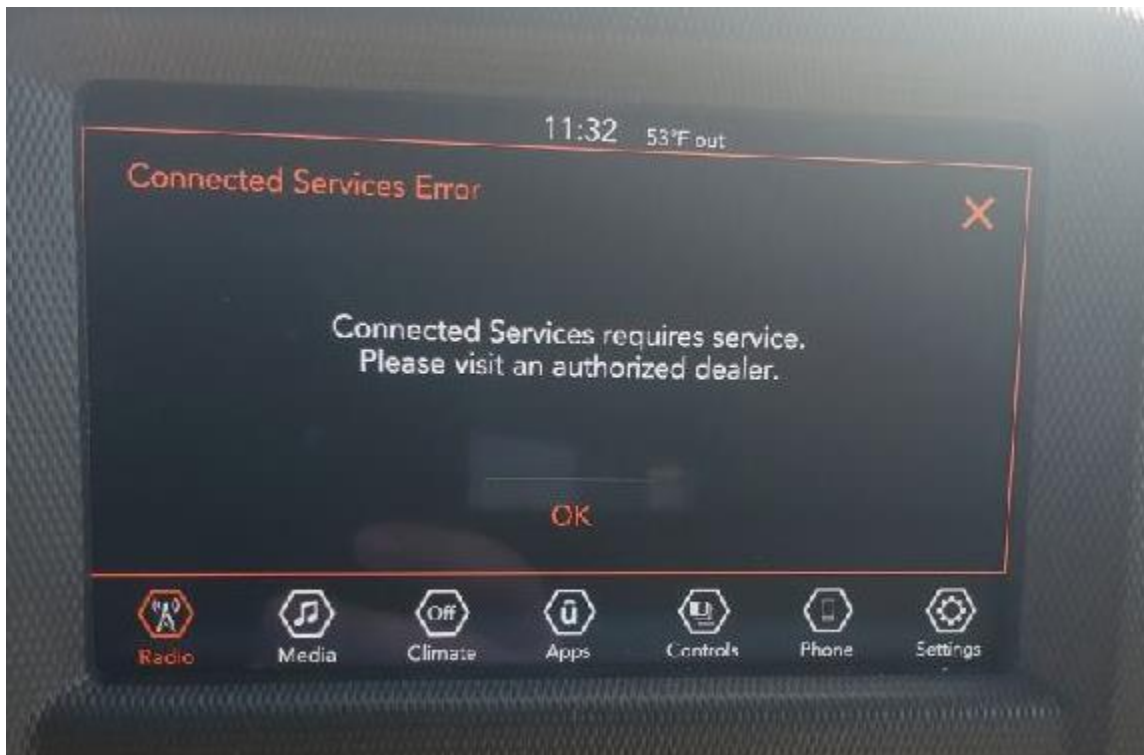


Fig 1 Error Message

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