



## STAR ONLINE PUBLICATION



**Case Number:** S2208000189

**Release Date:** December 2022

**Symptom/Vehicle Issue:** Popup Message “Service Notification - Battery” On The Radio Display After Turning The Vehicle On

**Discussion:** The message may be a false alert from the In Vehicle Message (IVM) system. Scan the vehicle for DTC’s and check the vehicles battery system. If no issues are found, this SOL applies.

When the popup appears automatically after key on, customers need to do one of the following:

1. Press "OK" button - OR
2. Press "X" (upper right corner)

Selecting one of the 2 options should cause the notification to not pop up on the next ignition cycle. If the customer does not choose one of those 2 options, the popup notification will go away after 15 seconds and will pop up again on the next ignition cycle.

If the customer selects the “Call” button, they will be connected to a Uconnect Assist agent.

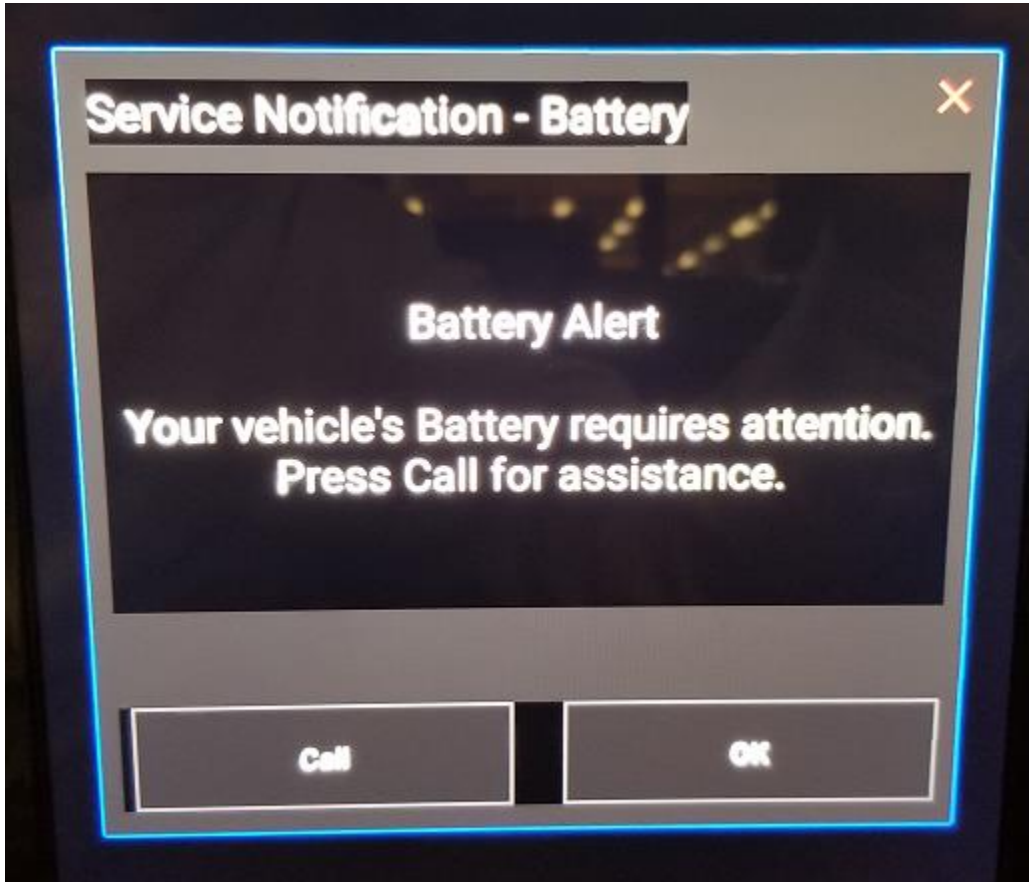
**Do not replace the radio, TBM, or battery for this concern.** Engineering is root causing the reason for the false pop ups. A future corrective action will take place on the server side of the in-vehicle messaging system and the message no longer displayed to the customer.

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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