



STAR ONLINE PUBLICATION



Case Number: S228A000014

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Symptom/Vehicle Issue: Uconnect Box Require Service Message

Discussion: Customer may receive a message on the radio “Uconnect box requires service. Please visit an authorized dealer”. This issue may come up right after the vehicle is switched to customer mode or a new Telematics Box Module (TBM) was installed.

This message will display each time when the vehicle starts until the TBM security certificate is downloaded. To get the certificate updated, the vehicle must have a good network coverage and a strong GPS signal. The vehicle will need to be driven for 5 km/miles.

1. Take a configuration report and scan report
2. Verify if there is any TBM related Diagnostic Trouble Code (DTC).
3. Any active TBM DTC will trigger the Uconnect service message. Please troubleshoot the issue per DTC repair procedures
4. Perform TBM ECU reset and clear the DTC if required
5. For a new vehicle (with low mileage) or TBM / radio recently replaced, or connectivity features never worked before, the popup message might be triggered due to lack of security certificate.
6. To get security certificate downloaded, TBM needs to connect to the connectivity server
 - Good AT&T or Rogers network coverage and good GPS signals are required
 - The vehicle needs to be ignition on for 10 to 20 minutes and drive the vehicle for 5 km/miles.
 - Please cycle ignition off and on for several times, verify if the popup message goes away.
7. For a vehicle with no stored/active DTC set by TBM and security certificate already established, please verify the TBM part # and software version from TBM configuration report.

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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If the TBM part number shows lower than

- 68467662AI (WD), for example 68467662AH
- 68444865AI (RU), for example 68444865AH

A TBM software enhancement for “Uconnect box requires service” improvement will be tentatively late 3rd quarter 2022.

8. Do not replace the TBM module or radio if the issue cannot be duplicated.



Fig 1

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