



## STAR ONLINE PUBLICATION



**Case Number: S238A000018**

**Release Date:** April 2023

**Symptom/Vehicle Issue:** Uconnect Box Error Message With Active Or Stored Diagnostic Trouble Codes (DTC) B22A9-96, B1570-93, B1E21-96

### **Customer Complaint/Technician Observation:**

The customer may report intermittent “Uconnect Box requires service” error popup on the radio screen. Technician may see the below active or stored DTCs:

B22A9-96 ECU internal performance-component internal failure.

B1570-93 USB communication - no operation.

B1E21-96 Backup battery-component internal failure set by Telematics Box Module 2.

### **Discussion:**

Engineering is working on software enhancements for Telematics Box Module (TBM). A FOTA update is expected in late 2<sup>nd</sup> quarter 2023. Please DO NOT replace the TBM module for this concern.

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.**