



STAR ONLINE PUBLICATION



Case Number: S238A000031

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Symptom/Vehicle Issue: Uconnect Box Require Service Message

Customer Complaint/Technician Observation: Customer/ technician may receive a message of "Uconnect box requires service. Please visit an authorized dealer" on the radio screen. It may happen right after the vehicle switching to customer mode. This will appear at every key cycle.

Discussion:

An issue with the software loaded in the offboard server has been identified that causes this message to appear. This is expected to be corrected by 6-30-23. Please verify that there are no Diagnostic Trouble Codes (DTCs) for TBM. These DTCs may also cause this message appears and should be addressed. If no DTCs are present, please wait for the offboard server issue to be resolved. This will be done on the backend and no interaction from dealer is needed.

Do not replace TBM for this concern.

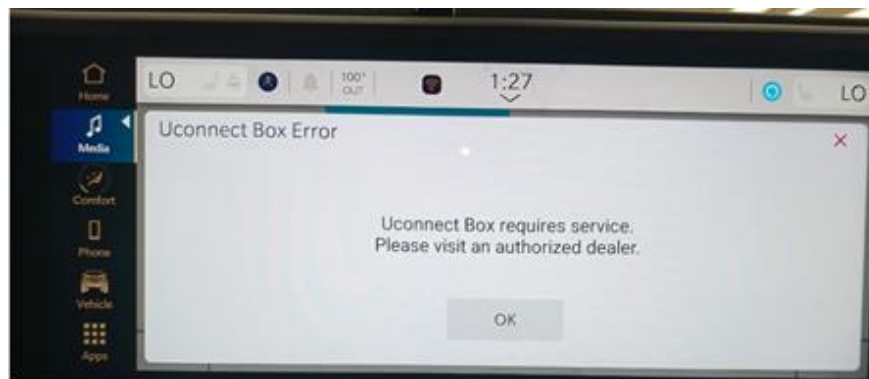


Fig 1

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.