

STAR ONLINE PUBLICATION

Case Number: S2308000099

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Symptom/Vehicle Issue: Body Control Module (BCM) Sets Diagnostic Trouble Code (DTC) U0423-87 Invalid Data Received from TBM (Telematic Box Module) - Missing Message Erroneously

Technician Observation: The technician may observe the above DTC U0423-87 set in the BCM as active or stored.

Discussion: Vehicles equipped with BCM software level 6.10 can erroneously trigger the above DTC. A BCM service software update is expected by the fourth quarter of 2023 to correct this concern. Do not replace any parts, replacement parts will perform with the same result.

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