



STAR ONLINE PUBLICATION



Case Number: S2308000139

Release Date: November 2023

Symptom/Vehicle Issue: Code Error Message on The Radio, Uconnect Box Error or “Please Reset Message” Appears on the Radio Display

Customer Complaint/Technician Observation: The owner complains that the radio at times displays one of the above messages. The technician may or may not be able to duplicate the concern.

Discussion: Verify all connections are secure at the radio and the Telematics Box Module (TBM), use the push-pull-push method to ensure no loose connections. If all connectors are aligned and secure, wiggle test the harness at the highlighted areas shown in the below wiring diagram. See Service Library (SL) for current locations. Inspect the harness routing as needed for any signs of pinching at a bracket or support area and isolate the harness as needed Fig 1, 2, 3.



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.



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Inspect, secure (push-pull-push) and align connections.

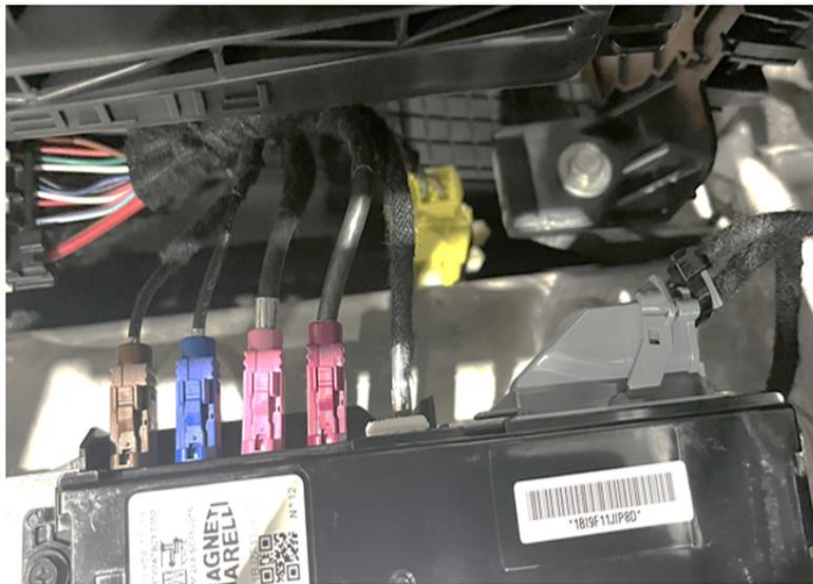
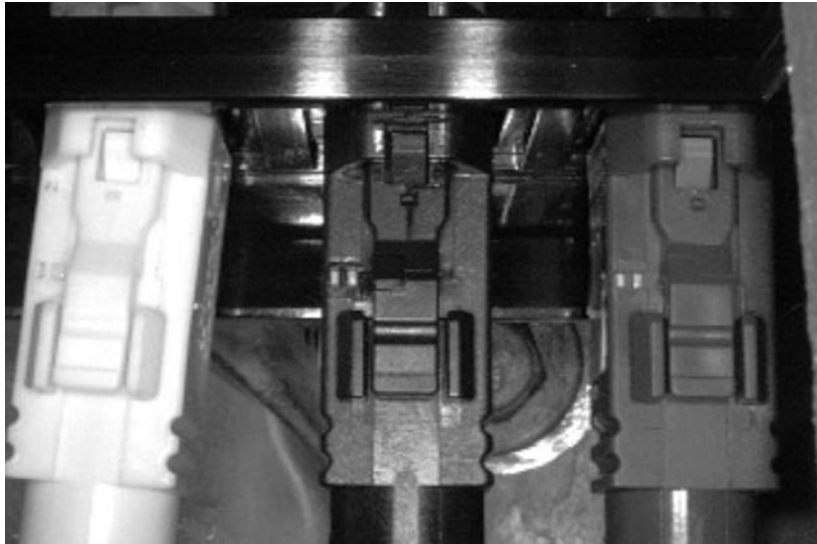


Fig 2

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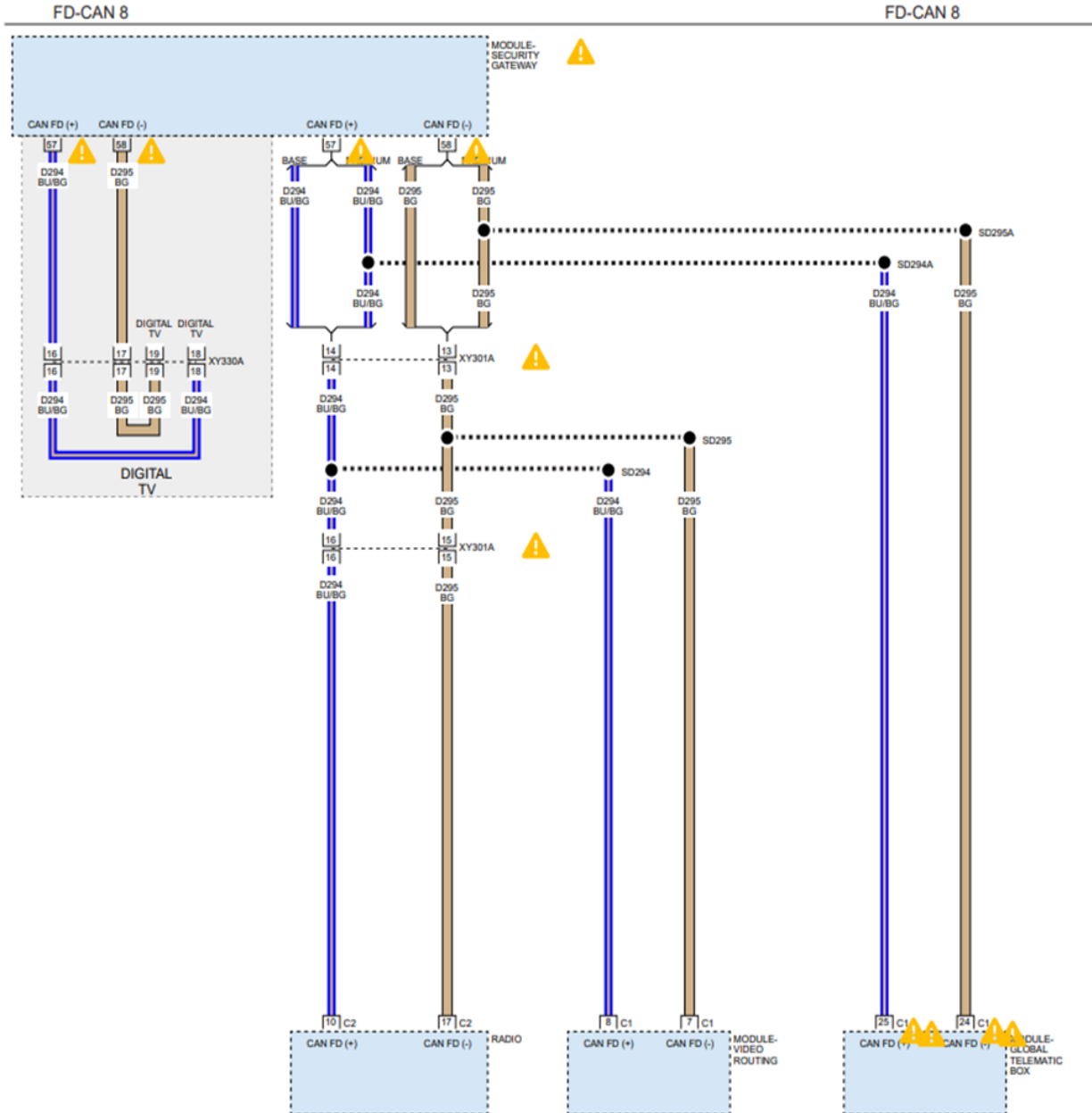


Fig 3

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