



STAR ONLINE PUBLICATION



Case Number: S2408000106

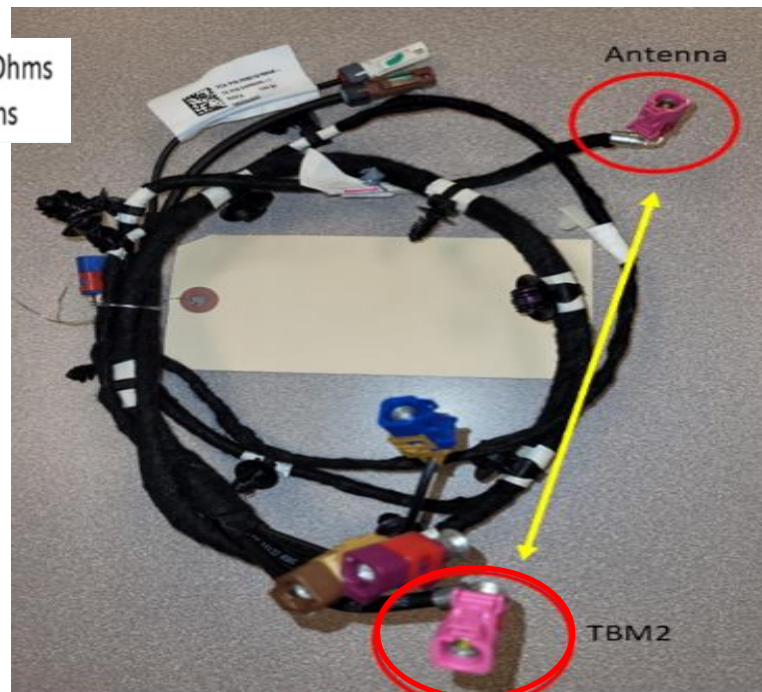
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Symptom/Vehicle Issue: Service SOS System Message Displayed on the Radio Display, Intermittent Microphone Cuts Out During Usage Attempts

Customer Complaint/Technician Observation: The customer may experience either a service SOS message on the cluster or inoperative microphone when accessing the SOS message system. The technician may or may not be able to duplicate the concern.

Repair Procedure: For vehicles with sales code UBX and RDG refer to Technical Service Bulletin (TSB) 08-080-24 to ensure the most current software updates have been installed. Verify the coaxial connections at the Telematics Box Module (TBM) and the antenna. Test the coaxial resistance for shorts or opens or high resistance end to end and replace as needed.

Original Coax Measured-0.08 Ohms
New Coax Measured-0.04 Ohms



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.