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Case Number: S228A000005 – Rev. E

Release Date: February 2025

Symptom/Vehicle Issue: Uconnect Box Error Message, With Active or Stored Cellular Antenna Open or Short Diagnostic Trouble Codes (DTCs)

Customer Complaint/Technician Observation: The customer may see “Uconnect Box Requires Service” message popup on the radio screen when vehicle starts. wiTECH shows one or more active or stored DTC(s):

- B1560-11 - Cellular Antenna 1: Circuit Short to Ground
- B1560-13 - Cellular Antenna 1: Circuit Open or Short to Battery
- B1561-11 - Cellular Antenna 2: Circuit Short to Ground
- B1561-13 - Cellular Antenna 2: Circuit Open or Short to Battery
- B1562-11 - GPS Antenna-Circuit Short to Ground
- B1562-12 - GPS Antenna-Circuit Short to Battery
- B1562-13 - GPS Antenna-Circuit Open
- B1570-93 - USB Communication - No operation

Discussion: Every time the antenna open or short DTC(s) was set, the Uconnect box error popup will show on the screen. The message will stay on until next ignition off or customer closes the popup by pressing the cross button at top right corner of the screen.

- Check to make sure the Telematics Box Module (TBM) software and Radio software are up to date.
- Determine the location of Cell 1 (Roof antenna), Cell 2 (IP antenna) or GPS antenna.
- **Prior to replacing any antennas**, unplug and replug each connection **ONE AT A TIME**. On both sides (antenna, coax cable inline connections [Body/IP harness] and TBM). Use caution when handling connectors to not cause damage.

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- Check harness continuity and look for any cable pinch or damage.
- Check for proper installation, connector damage, proper coax cable lengths (no tension, center stack approximately 3 in away from IP), bent terminals or a terminal pushed out.
- Plug all vehicle connections back in and perform ECU reset and erase DTCs.
- **DO NOT REPLACE ANY ANTENNA without an antenna ACTIVE DTC.** Active antenna DTC must follow antenna service diagnostic procedure for that DTC in Service Library.
- Turn ignition off min of 10 seconds and turn back on and wait a MIN 6 minutes to see if the DTC changes from Active to Stored.
- If the Uconnect message returns with an Active Cell DTC, follow the service diagnostic procedure for that DTC in Service Library.
 - 9977-6-CELL-LTE Cell Antenna Test Kit
 - 9977-6-9 RG-58 Coax Cable
 - 977-6-13 RG-58 Coax Cable, longer length.
 - Follow same procedure for the GPS antenna (if separate)
- If the message returns with a **Stored** Cell DTC, look for intermittent harness connections. This is not an antenna issue.
- If the Uconnect message returns with no antenna DTC, run vehicle outside for 5-6 minutes (to ensure proper cellular coverage) to see if the message goes away. If message is still present, follow service procedure for TBM diagnostics. This is not an antenna issue.

If the customer's concerns could not be duplicated and DTC becomes stored, most likely this was due to an intermittent harness connection concern.

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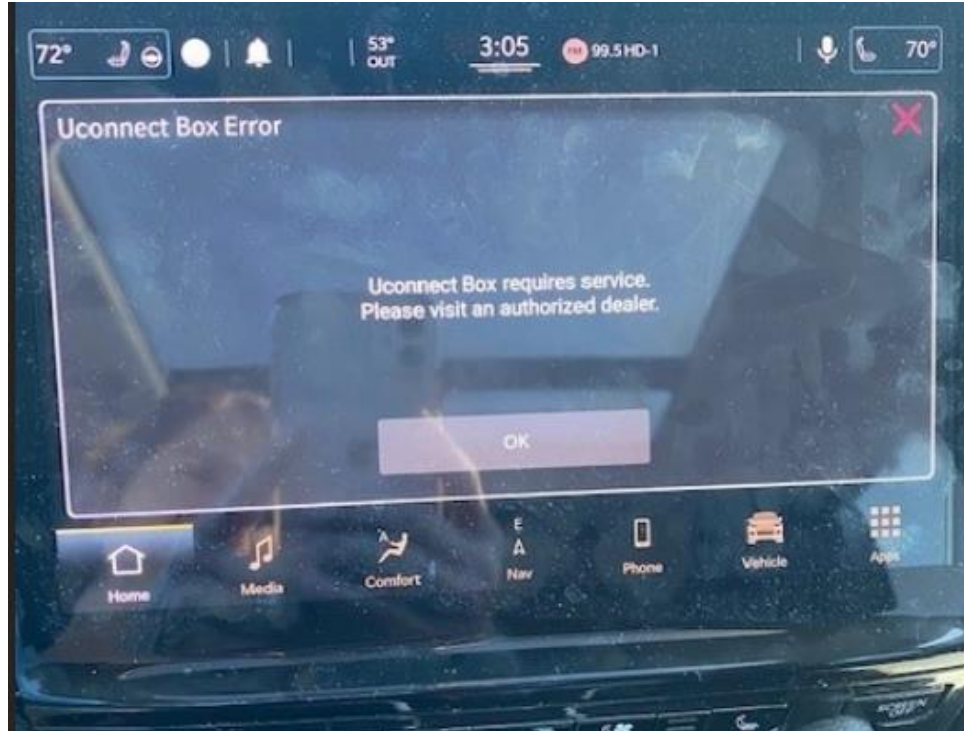


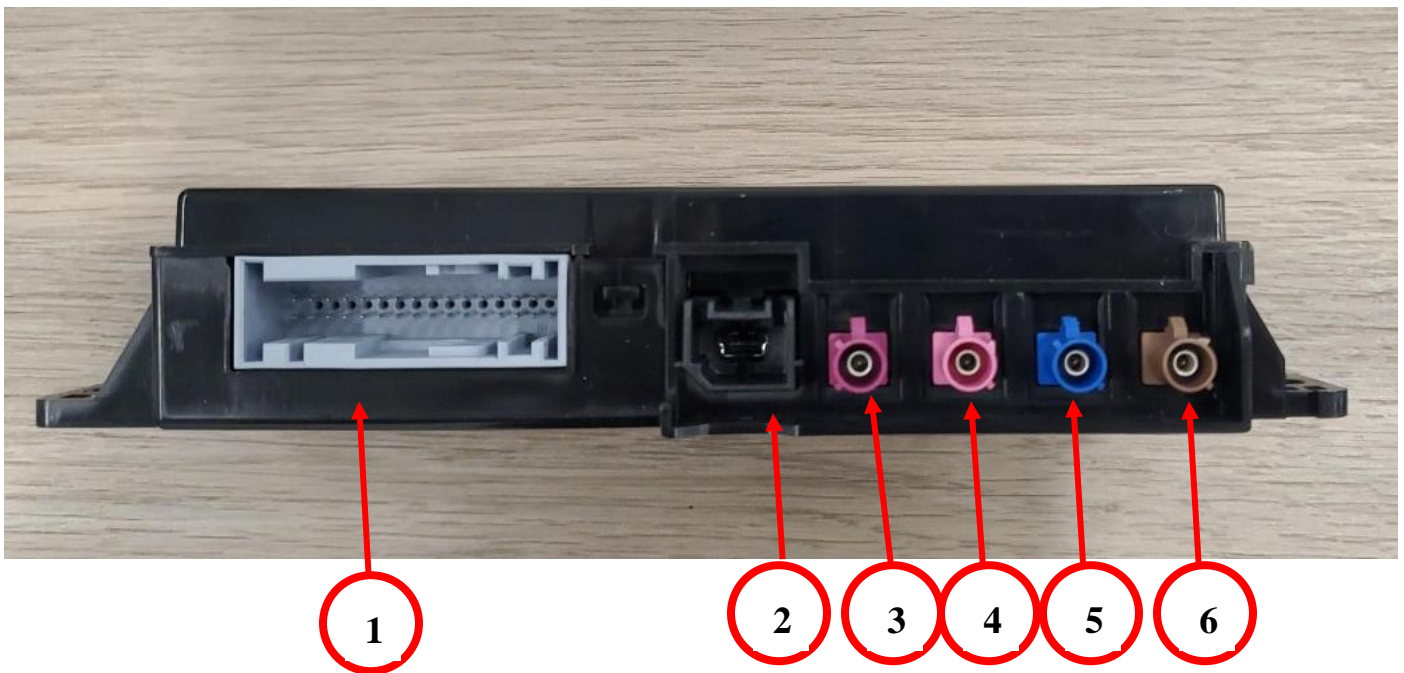
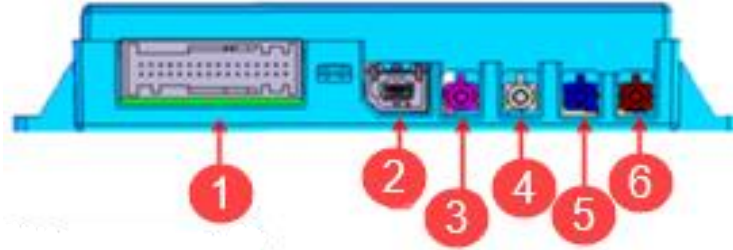
Figure 1: Error Message

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TBM Connector	Description	Connector Color	Harness #	Harness Color
1	Main connector			
2	USB / Ethernet		C6	
3	Cellular antenna (CELL 1)	Purple	C2	Claret violet
4	LTE 2 antenna (CELL 2)	Pink / Magenta	C5	Heather violet
5	GNSS IN / Antenna signal	Blue	C3	Blue
6	GNSS OUT / Radio antenna	Brown	C4	Nut Brown

Figure 2: FAKRA Connector Location

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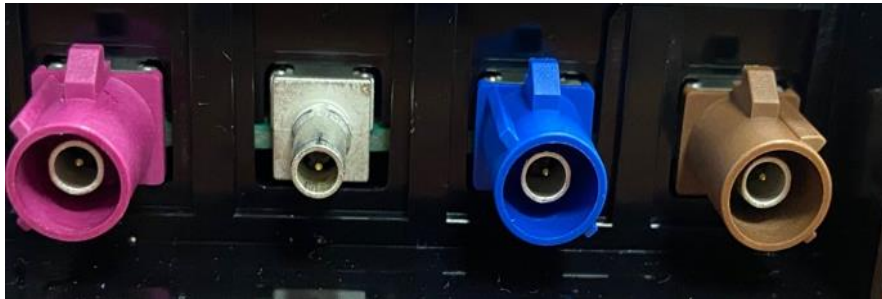


Figure 3: Example of Damaged/Missing Connector Housing

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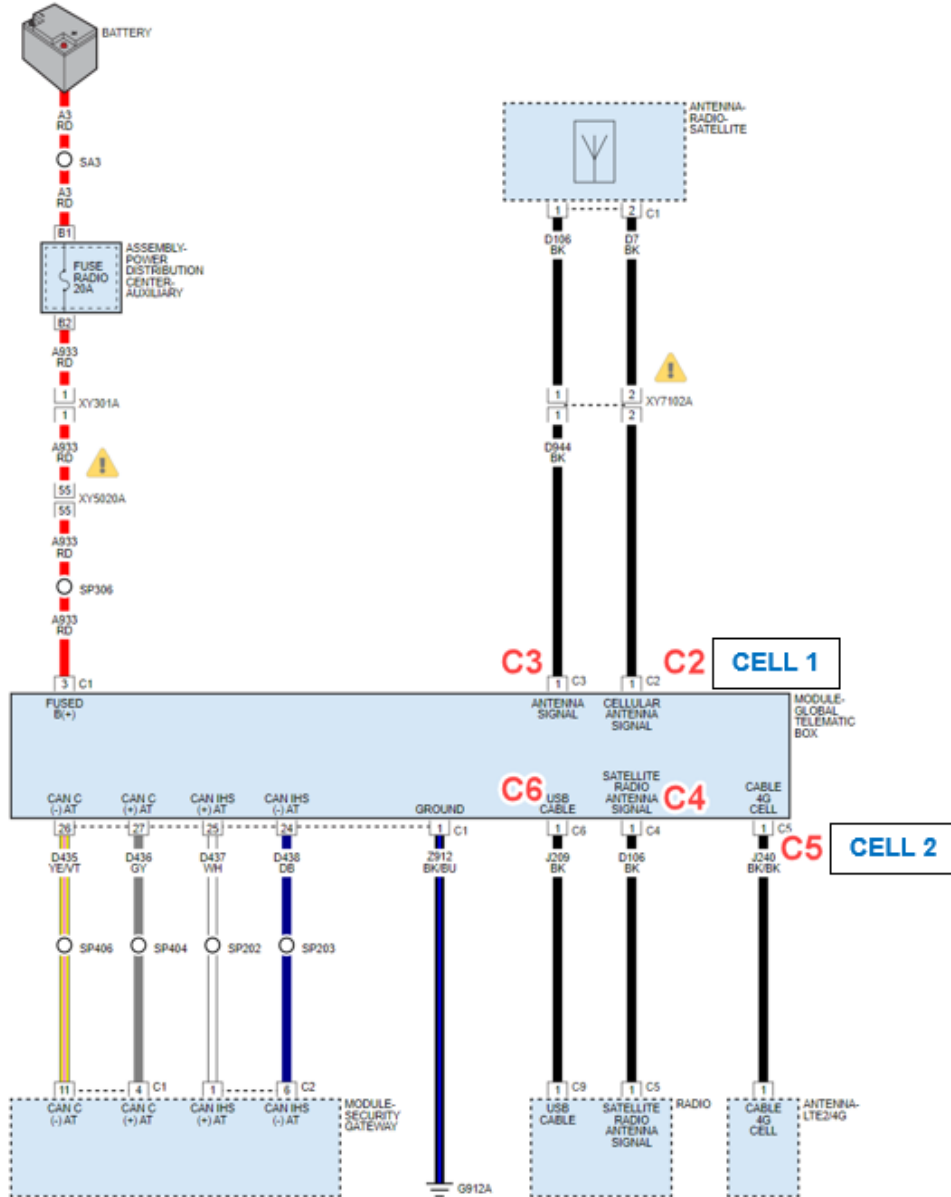


Figure 4: Example Antenna Wiring

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