



STAR ONLINE PUBLICATION



Case Number: S2508000088

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Symptom/Vehicle Issue: Vehicle Complaints After a Recent Firmware Over The Air (FOTA) Update for the Telematics Box Module (TBM)

Customer Complaint/Technician Observation: The owner may experience any of the following concerns after a recent FOTA - Check Engine Lamp (CEL), Shift to Park Message With Multiple Warning Lamps on, Flashing "D" on the Shifter Or the Vehicle Does not Start or go Into Gear. If the owner was driving during the update they may experience a limp in mode condition with limited throttle response see below images. The technician may observe any of the following Diagnostic Trouble Codes (DTCs) associated with this complaint, P1E1D-00, U0293-00, U0594-00, P0A45-00, P24F0-00, U0411-00.

Discussion: A recent Over-The-Air (OTA) Uconnect update in some vehicles may have caused improper messaging between ECUs resulting in the observed customer complaints. This issue was identified and a solution has been deployed. For vehicles that have accepted the Uconnect software update and are still exhibiting these conditions, connect to wiTECH, clear DTCs, drive vehicle for 30 minutes to confirm customer complaint does NOT return.

For vehicles that have not completed the Uconnect Box update and have the below radio display, if the owner chooses not to install the update have the owner select the red X.



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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The following Instrument Panel Cluster (IPC) messages by driving conditions.

Vehicle message while in drive: Shift to Park



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Vehicle message that appears while driving: Performance limited shift in park



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Vehicle message while in park.



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