



STAR ONLINE PUBLICATION



Case Number: S228A000005 – Rev. A

Release Date: December 2022

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
- 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) or Cell 2 (IP antenna).
- Prior to replacing any antennas, unplug all harness connections on TBM, antenna, and all inline connections. Use caution when handling connectors to not cause damage.
- 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.

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.



STAR ONLINE PUBLICATION



- Turn ignition off min of 10 seconds. Retest to see if the “Uconnect Requires Service” message comes back.
- If the 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
- If the message returns with a Stored Cell DTC, look for intermittent harness connections. This is not an antenna issue.
- If the message returns with no antenna DTC, 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.

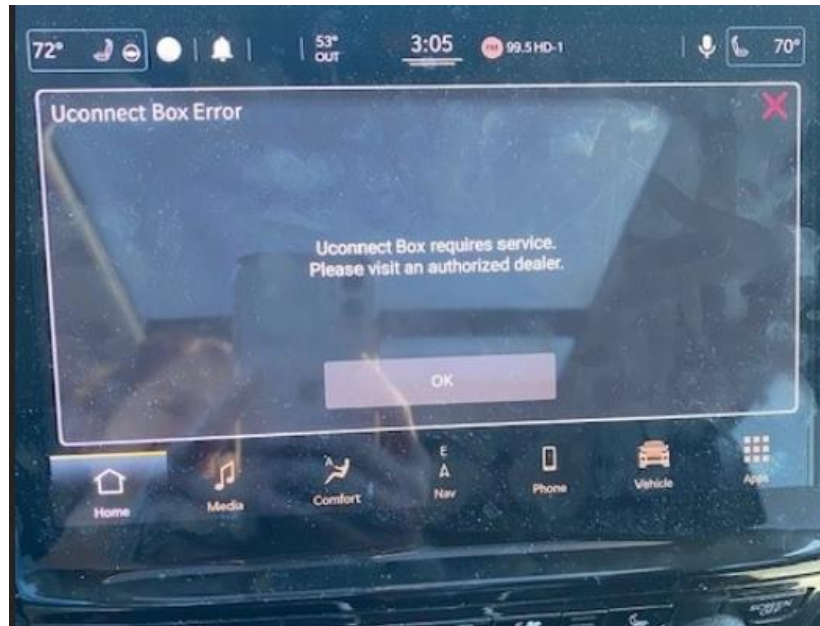


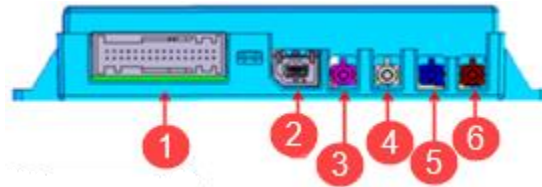
Figure 1: Error Message

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.



STAR ONLINE PUBLICATION



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

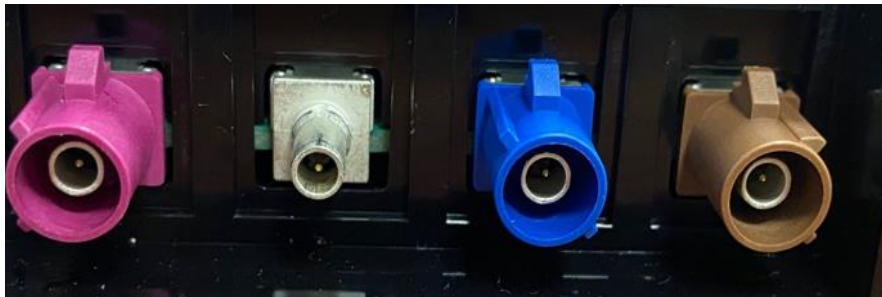


Figure 3: Example of Damaged/Missing Connector Housing

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.



STAR ONLINE PUBLICATION



GLOBAL TELEMATICS COMMUNICATION

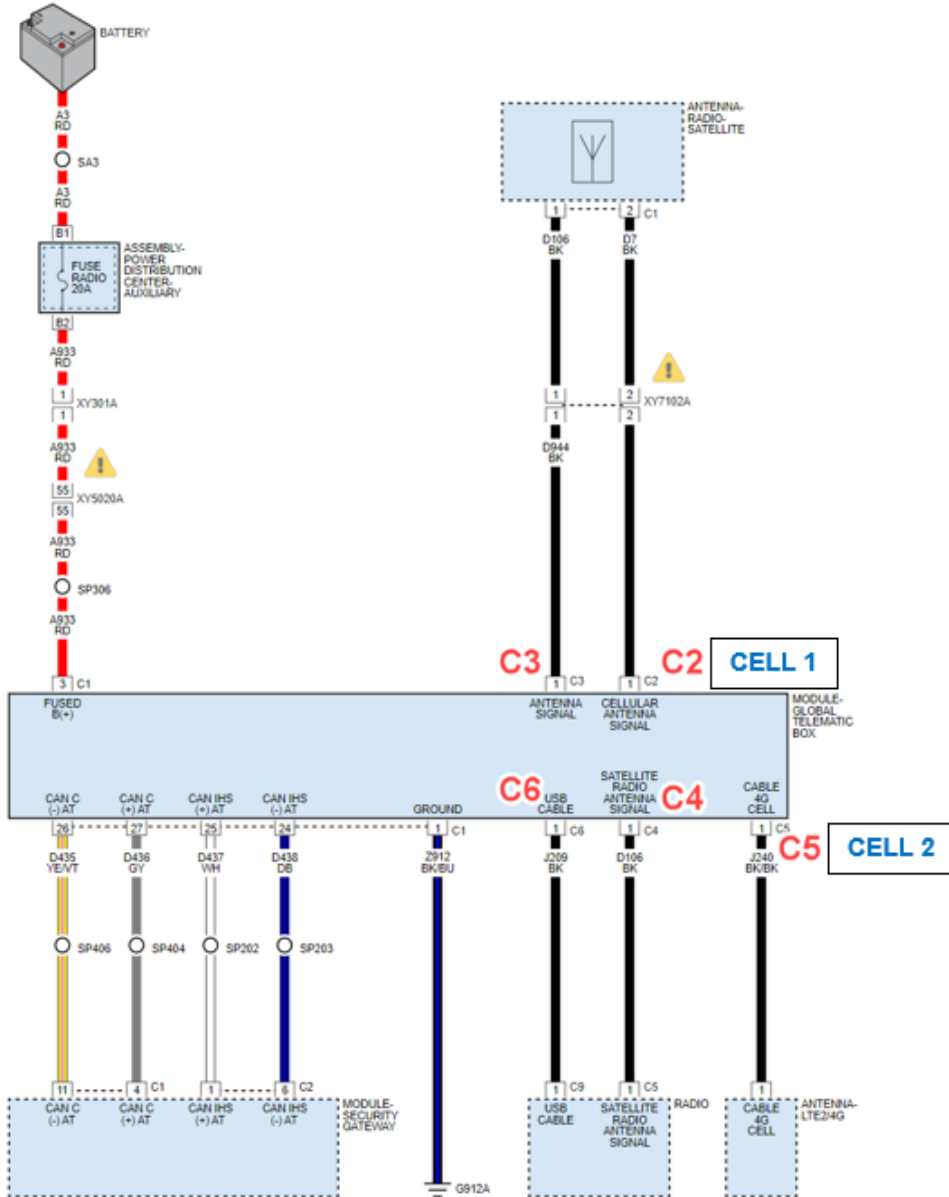


Figure 4: Example Antenna Wiring

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.