



STAR ONLINE PUBLICATION



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Symptom/Vehicle Issue: Head unit button stuck DTC code B14DA-2A

Technician Observation: The technician may notice active or stored DTC B14DA-2A for Stuck Head Unit Button

Discussion: The DTC B14DA-2A will be triggered when the radio detects continuous external button press for 120 seconds. There is no button built in the VP4R or VP5R radios. The issues are mainly related to the buttons on the ICS.

1. Please check integrated center stack module and the conditions of buttons on ICS, HVAC control buttons and buttons of the steering wheel control
2. Check the harness connections in the ICS, HVAC and SWC
3. Clear the code if the DTC becomes stored
4. Refer to the diagnosis procedure for more information.

Radio replacement will not solve this issue, please do not replace the radio head unit for this concern. Check the buttons on the ICS.

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 or eCONTACT ticket if no solution is found