



## STAR ONLINE PUBLICATION



**Case Number:** S2108000015 – Rev. I

**Release Date:** February 2023

**Symptom/Vehicle Issue:** Uconnect Box Require Service Message

**Customer Complaint/Technician Observation:** Customer / technician may receive a message of “Uconnect box requires service. Please visit an authorized dealer” on the radio screen. It may happen right after the vehicle switching to customer mode or after a new Telematics Box Module (TBM) installed. The message may show up after every ignition on. The technician may not see any TBM or antenna open / short Diagnostic Trouble Code (DTC).



**Discussion:** To establish first time connectivity server connection, the TBM / radio needs to sync with vehicle manufacturing data and download a security certificate. Uconnect box requires service message will pop up if the certificate download failed.

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 vehicle must be in an area with good AT&T or Rogers (Canada) network coverage and with good GPS signals. The vehicle may need to be ignition on for 10 to 20 minutes and driven for 5 km/miles. Multiple ignition cycles may be required after driving.

During vehicle preparation or after TBM swap repair, please make sure TBM download the certificate, and no Uconnect box require service message after vehicle starts.

1. Take a configuration report and scan report.
2. Verify if there is any active or stored DTC related to TBM or antenna.
3. Any active TBM DTC will trigger Uconnect box message. A stored DTC is possibly the cause of intermittent popup message failure. Please diagnose the issue per DTC repair procedures.
4. Perform ECU reset and clear the DTC if required.
5. The Uconnect popup message on a new vehicle / TBM without any active TBM DTC, might be due to missing the security certificate.
6. Move the vehicle to an area with good AT&T or Rogers network coverage and good GPS signals, so the TBM can establish server connection.
7. Please drive the vehicle for at least 5 km / 5 miles and leave the vehicle ignition on for 10 to 20 minutes.
8. Turn off the vehicle then turn it on. If the Uconnect box message pops up, try to do several ignition cycles.
9. If the message does not go away after 5 ignition cycles, create a STAR case and ask to check the status of VIN lock and factory feed in backend. (This only applies to new vehicle or new TBM replacement.)
10. For intermittent popup message or connectivity feature lost issues, please check stored DTCs and verify antenna / jumper harness and TBM connections.
11. **Do not replace the TBM if issue could not be replicated.**

Please note, other Uconnect box error message like backup battery failure, GPS failure, SOS call failure and Wi-Fi failure is due to different root cause. Please diagnose differently.

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