STAR ONLINE PUBLICATION

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Symptom/Vehicle Issue: Uconnect Box Error Message, Cellular Antenna Diagnostic Trouble Codes (DTC) B1560-11, B1561-11, B1562-14 active

Customer Complaint/Technician Observation: The customer may report “Uconnect Box requires service” error popup on the radio screen when vehicle starts.

Technician may find multiple active DTCs, B1560-11 (Cellular antenna 1 short to ground), and B1561-11 (Cellular antenna 2 short to ground) and B1562-14 (GPS antenna short to ground or open) set at same time.

Discussion:

Please take a vehicle configuration report, verify the country code of BCM and other modules under ECU Summary. The country code should be USA or Canada for the North America vehicles, not World or Rest of World. Region sales code examples: United States region code is 875, Canada region code is 876 and NAFTA region code 894.

Repair procedures:

1. Verify USA region sales code 875P in service library. Open service library -> Single VIN inquiry -> Options Optional equipment table should list 875P sales code. (see fig 1)

2. Check under Dealer installed equipment section if region code 875 is listed.
   If a tech finds 875D code listed, the country code was removed. A letter “D” after the sales code means sales code is in delete status. A letter “A” after sales code means it is in add status. If in delete status, the sales code needs to be re added to vehicle configuration.

3. The region sales code changes require a FCA/Stellantis employee to make the correction.

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.

4. Contact your local Business Center/Tech Advisor to have the region code added back. If needed, a dealer can contact Star Center, who can reach out to Technical Service Operations for support.
5. Perform vehicle reconfiguration / proxi, ignition cycle the vehicle after vehicle configuration.
6. Take scan report and configuration report, verify the country code changes back to USA / Canada, and antenna DTC went to stored. See Single VIN inquiry if region code now shows “A” for add (875A) under dealer installed equipment.
7. Ignition cycle or drive the vehicle around to deactivate the Uconnect box error message if needed.

Please DO NOT replace the TBM module for this concern.

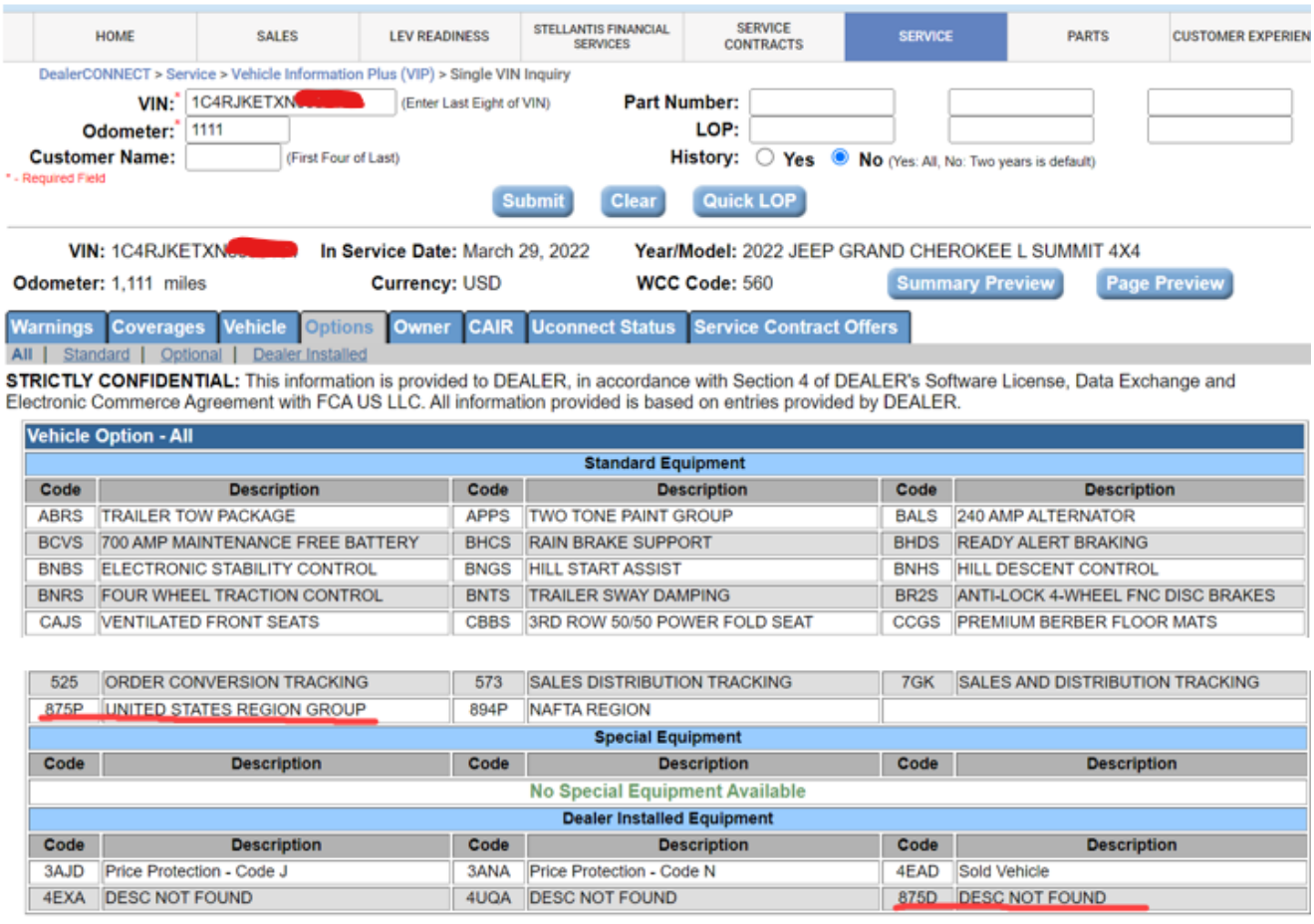


Fig 1

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