STAR ONLINE PUBLICATION

Case Number: S228A000023 – REV. A

Release Date: November 2022

Symptom/Vehicle Issue: Erroneous Vehicle Health Report (VHR) Service Required Due To Air Bag, Engine, Charging system, Tire Pressure Or Water In Fuel

Customer Complaint/Technician Observation: Customers might receive an email notification that Service Is Required. For example, the airbag system requires service. However, when the vehicle is turned on, there is no airbag light on the dash. It happens randomly. Other Erroneous alerts could include engine, charging system, tire pressure or water in fuel. The technician may not be able to duplicate the issue. No warning lamps on in cluster and no stored or active diagnostic trouble codes (DTC) found in vehicle.

Discussion: The Vehicle Health Report notification may be sent incorrectly. Please:

1. Take a configuration report and scan report.
2. Check for any warning lamps on, stored or active airbag related diagnostic trouble codes (DTC)s.
3. If any codes are found, perform proper DTC diagnosis and repair found in Service Library
4. Similar steps should be taken for other vehicle health reports alerts, check for warning lamps, DTCs and verify system operation.

A system enhancement on the backend started to be deployed on Oct 31st for Ram trucks, WL and WS vehicle lines. Rest of the vehicle lines still need to be planned out in the upcoming weeks.

Do not replace the ORC, Radio or TBM module if no airbag related DTC(s) were found.

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.



Fig 1

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.