STAR ONLINE PUBLICATION

Case Number: S2508000100

Release Date: November 2025

Symptom/Vehicle Issue: Intermittent Uconnect Box Requires Service Message. TBM Setting Stored Or Pending DTCs B22A9, B1560, B1561, B1562

Discussion: The customer may report intermittent or random “Uconnect Box Requires Service” error popup message on the radio screen.

AND

Upon scanning the vehicles for DTCs, you may see any one or more of the following in the Telematics Box Module (TBM):

B22A9-96 - ECU internal performance-component internal failure
B1560-11 - Cellular antenna 1 short to ground
B1561-11 - Cellular antenna 2 short to ground
B1562-14 - GPS antenna short to ground or open

This concern may be caused by TBM software with improper DTC maturation time.

If these DTCs are **Stored or Pending.** DO NOT REPLACE TBM. If DTCs are Active, follow DTC diagnostic procedures.

A TBM software update for DTCs B22A9, B1560, B1561, B1562 which are responsible for the “Uconnect Box Requires Service” message is currently under development by engineering with a tentative release date by Q2 2026. Software updates will contain changes in the maturation time for the intermittent Uconnect error message. Do not replace the TBM for Stored or Pending DTCs, replacement TBMs will have the same software and issue. Do not replace TBM unless DTC diagnostics lead to replacement.

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.