STAR ONLINE PUBLICATION

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Models: 2022-2026 Ram 2500 Pickup (DJ)
2022-2026 Ram 3500 Pickup (D2)
2022-2026 Ram 3500 Cab Chassis (DD)
2022-2026 Ram 4500/5500 Cab Chassis (DP)
2022-2026 Ram 1500 (DT)
2024-2026 Jeep Wrangler (JL)
2024-2026 Jeep Gladiator (JT)
2021-2026 Chrysler Pacifica/Voyager (RU)
2021-2026 Dodge Durango (WD)

Symptom/Vehicle Issue: Uconnect Box Requires Service, Please Visit an Authorized Dealer Message on Display Message With DTCs B1498-13, B1498-19 or B1570-93

Discussion: Customer may report Uconnect Box Service, Please Visit an Authorized Dealer message on display with Diagnostic Trouble Codes (DTC)s B1498-13, B1498-19 or B1570-93. Customer may also experience loss of functionality with SOS or call assist.

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.

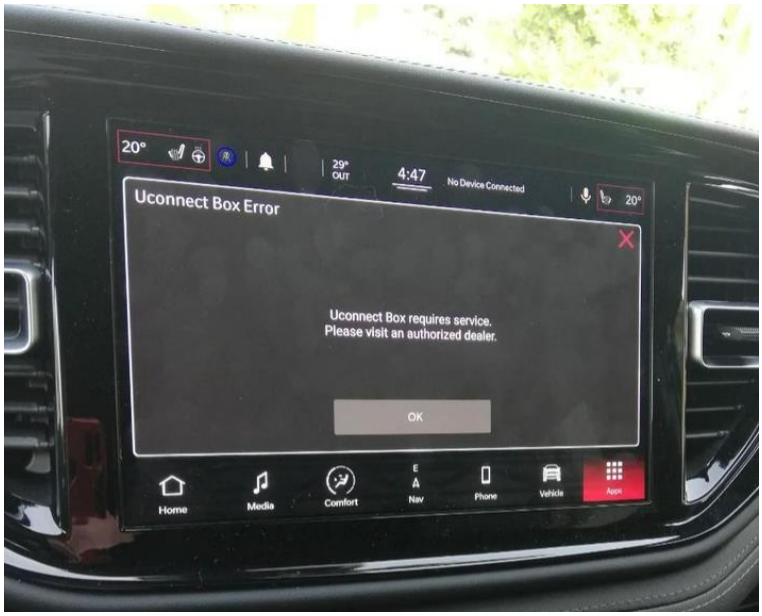


Fig 1

The current service procedure may misguide technicians by instructing them to replace the media hub. These DTCs are unrelated to the media hub and indicate a communication fault between the Radio and the Telematics Box Module (TBM). Engineering is working on updating diagnostics.

Technicians may see DTCs B1498-13 USB Hub-Circuit Open, B1498-19 USB Hub Overcurrent or B1570-93 USB Communication No Operation. Do not replace Media Hub, check the USB wiring between TBM and Radio for a possible open or short. The wiring harness is a Y from radio to both TBM and Media Hub.

1. Verify DTCs
   • Confirm B1498-13, and/or B1498-19 and/or B1570-93 are present.
   • Clear codes and retest after ignition cycle.

2 Check for related DTCs
   • Scan for additional communication or network codes that may indicate broader harness or module issues.

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3 Inspect circuit integrity between Radio and TBM
- Check harness connections at both ends (radio and TBM), check wiring harness for damage or pinched areas.
- Inspect connector terminals for bent pins, corrosion, or loose fit.
- Perform continuity and voltage checks on the communication lines.

4 Module Reset
- Power cycle the vehicle to reset both the Radio and TBM modules.
- After the reset, verify whether the DTCs return.

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