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Case Number: S2423000008 Rev. A

Release Date: March 2025

Symptom/Vehicle Issue: SOS Button Inoperative And Or Unavailable. B1552-2A Code Set.

Customer Complaint/Technician Observation:

1. Owner may complain of one or more of the following "SOS UNAVAILABLE" and or "SOS CALL UNAVAILABLE" message(s) on the radio. Technician may find diagnostic trouble code (DTC) B1552-2A-EMERGENCY CALL BUTTON-STUCK is active.
2. Owner may come in for a Battery drain event and had to jump start the car. Technician may find U114F-00 LOST COMMUNICATION WITH LIN OVERHEAD CONSOLE and/or B1552-2A EMERGENCY CALL BUTTON-STUCK DTC active.

Discussion:

<<<**Note**>>> The DTC B1552-2A is in process of being revised to remove "Button Stuck" from the description as this DTC can be triggered by multiple factors that result in disrupted communication between the button and the body control module (BCM) / transmission control module (TCM).

If the DTC B1552-2A is set, then perform the following:

1. Lower the overhead console and verify the connection between the headliner harness and the overhead console is fully engaged and locked. If DTC is no longer active after locking the connector, clear faults, reinstall, the repair is complete. If DTC is still active go to step 2.

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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2. Unplug the connector wait 30 seconds and reconnect. If DTC is no longer active, clear faults, reinstall, reference service library and continue diagnostic procedure, do not replace the Overhead Console. If the DTC is still active go to step 3.

3. Verify there is no plastic flash or film around the periphery of SOS button. If possible, clear the debris carefully with a hobby knife or tool. Use care to not mar the plastic. Verify the DTC is no longer active and reinstall the Overhead Console, the repair is complete.

4. In case of Battery drain event and DTC's B1552-2A and or U114F-00 being active, the console might still be in "sleep mode". To wake it up, press the ASSIST, or SOS or map reading or Dome ON Buttons. This will wake up the LIN Channel of the overhead console and the DTC's will go "Stored" and can be cleared away. If Button press doesn't wake up the console, also "key on" then "key off" to allow a bus sleep cycle of 2 minutes or more followed by a "key on".

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