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Case Number: S2523000082

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Symptom/Vehicle Issue: SOS Button Not Working, Unavailable Message, Call Unavailable. Diagnostic Trouble Code (DTC) B1552-2A and or U114F-00 Setting.

Customer Complaint/Technician Observation:

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

Discussion: The DTC B1552-2A can be triggered by multiple factors that result in disrupted communication between the button and the BCM / TBM.

If the DTC B1552-2A or U114F-00 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 If DTC is no longer active after locking the connector, clear faults, reinstall, the repair is complete.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 If DTC is no longer active, clear faults, reinstall, reference service library, and continue diagnostic procedure, DO NOT replace the overhead console.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 Verify the DTC is no longer active and reinstall the overhead console, the repair is complete.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 try to Key cycle the car a couple of times.

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