



STAR ONLINE PUBLICATION



Case Number: S2108000085

Release Date: 04/02/2021

Symptom/Vehicle Issue: Uconnect Box Requires Service Message TBM2 Code B1562 14

Discussion: Customer may receive a message on the radio "Uconnect box requires service Please visit an authorized dealer". Code in TBM2 B1562-14 GPS Antenna - Circuit Short to Ground or Open. Check GPS antenna circuit connections for bent or damaged terminals from Telematics Box module to antenna. See images below.



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 or eCONTACT ticket if no solution is found



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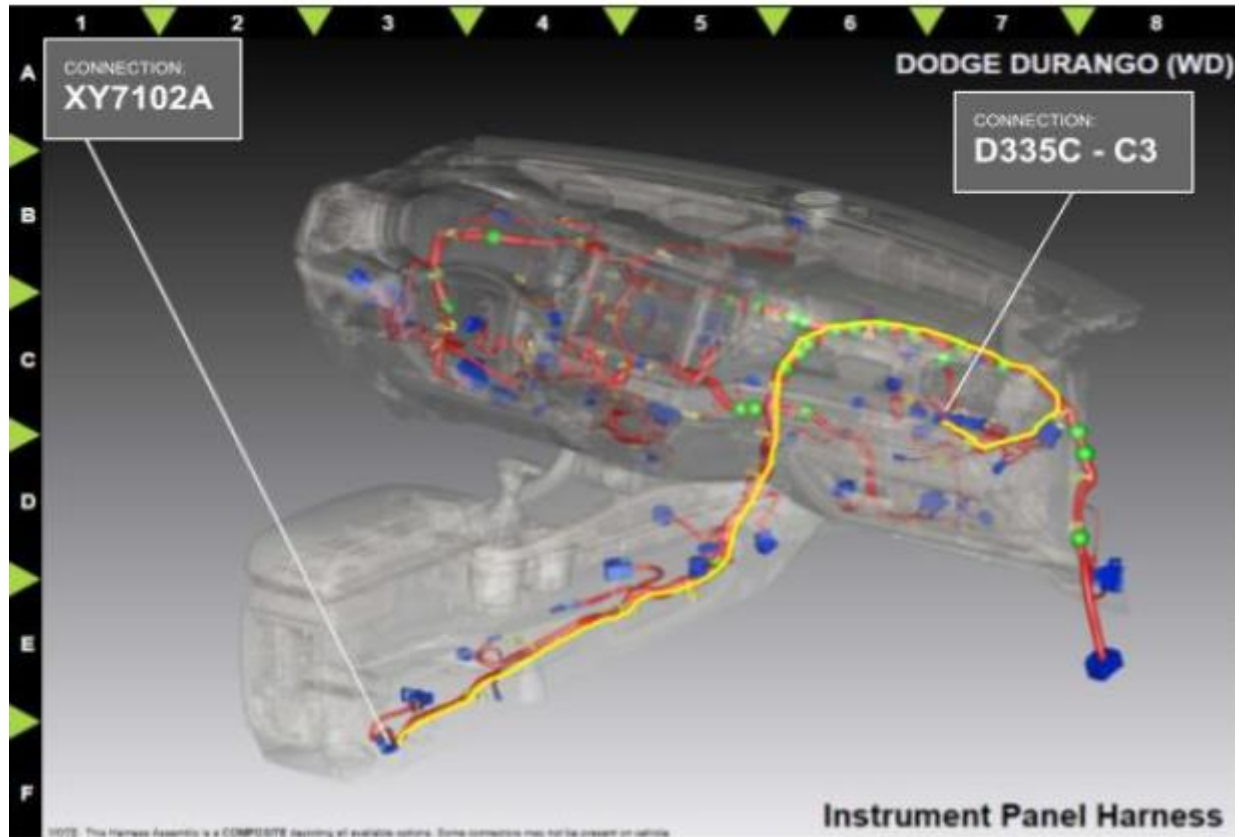


Fig 2.

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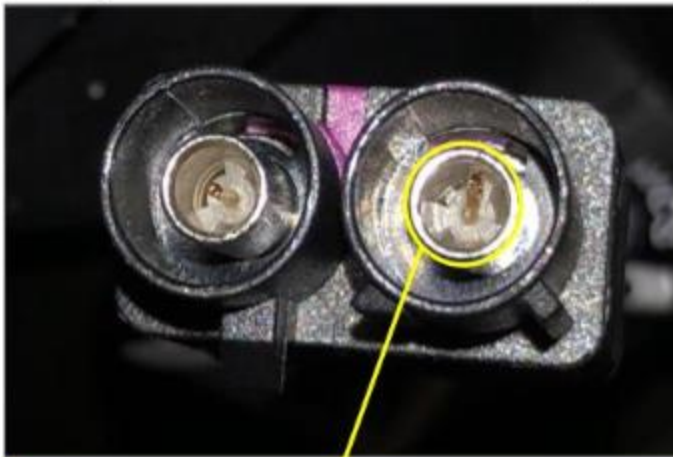
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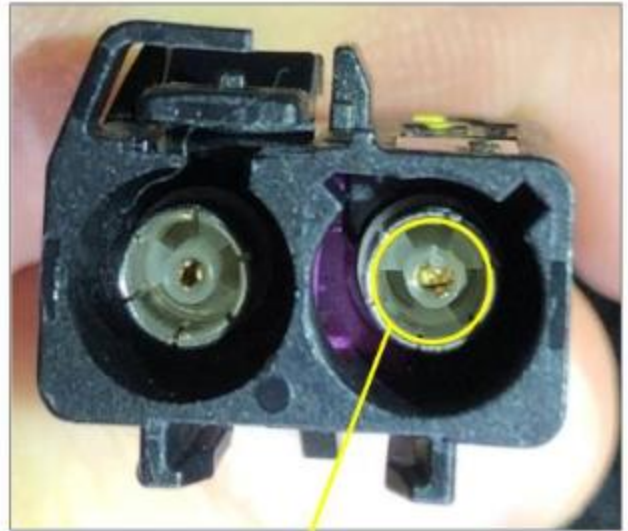


IP Harness Connector (XY7102A)



Male coaxial pin bent upwards. The bent pin is causing a poor electrical connection.

Body Harness Connector (XY7102A)



Female coaxial receptacle prongs have been bent. This prevents the male pin from being properly inserted into the receptacle resulting in a poor electrical connection.

Fig 3.

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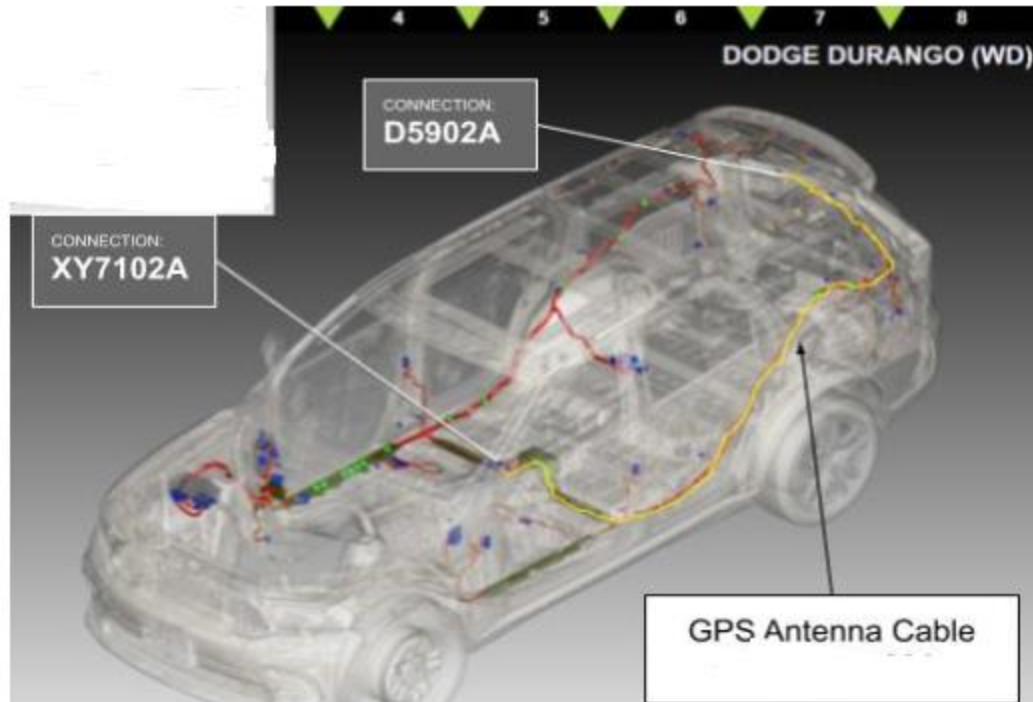


Fig 4.

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