



STAR ONLINE PUBLICATION



Case Number: S2408000103

Release Date: September 2024

Symptom/Vehicle Issue: Security Gateway (SGW) Module Sets Diagnostic Trouble Code (DTC) U0080-00 Ethernet BUS 1

Customer Complaint/Technician Observation: The customer may experience the one or more of the following.

- Uconnect Box Message at Startup.
- Uconnect Box Error Or Requires Service Message.
- Diagnostic Trouble Codes (DTCs) for Electronic Control Modules (ECUs) won't be shown to customer through the Vehicle Health alert (Mobile App or email).

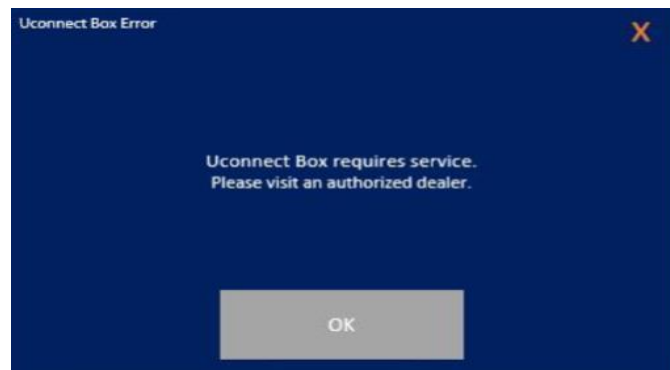
The technician observed the SGW setting DTC U0080-00 as stored.

Discussion:

Use scan tool select >guided diagnostics>reset ECU >TBM.

Inspect the Telematics Box Module (TBM) connections.

1. Remove upper and lower glove box to access the TBM module pg 2.
2. Inspect the connector(s) at the TBM module.
3. Use the Push-Pull-Push method to secure the connections.
4. Clear Diagnostic Trouble Codes (DTCs).
5. Test the operation to complete no parts required.



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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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