



STAR ONLINE PUBLICATION



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Symptom/Vehicle Issue: Valet Key Will Not Stay Locked In Fob

Discussion: If the valet key will not stay retained in the fob and vehicle build date is between 3/1/2020 and 7/24/2020 replace the fob. A bur may exist that prevents the key from being retained inside the fob. Replacement with a MOPAR service part will correct the concern.

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