



STAR ONLINE PUBLICATION



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Symptom/Vehicle Issue: The Doors Will Not Unlock Using The Fob After A Remote Start Event

Discussion: After remote starting the vehicle the customer may find that pressing the unlock button on the fob does not unlock the doors. The doors can still be unlocked by using the physical bladed key but will result in the remote start being aborted.

Repair: RFH engineering is aware of this issue and working on a resolution. A RFH TSB software update is expected at the end of January 2021.

RFH, Fob or any other part replacement will not repair this customer 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