



## STAR ONLINE PUBLICATION



**Case Number:** S2008000126 REV B

**Release Date:** 11/20/2020

**Symptom/Vehicle Issue:** RKE Has Reduced Range, Remote Start Inoperative, Multiple Keyless Go Push Attempts To Start

**Customer Complaint/ Technician Observation:** Owners complains that RKE and the remote start have a reduced range and/or intermittently will not operate. Technician observed poor range when using the RKE. Vehicle RFHUB sets DTC B1A76-13 Remote Start Antenna Connection Open, stored or active.

**Discussion:** Inspect the remote start antenna connection to the RFHUB located under the rear seat. Connections at the module may have been affected after owner usage of the storage area under the seats or headliner at antenna location. Secure connections and or swap out the RSA (remote start antenna) with a known good antenna to validate the operation. If DTC goes stored after an ignition cycle a RFHUB should not be replaced Fig 1, 2.



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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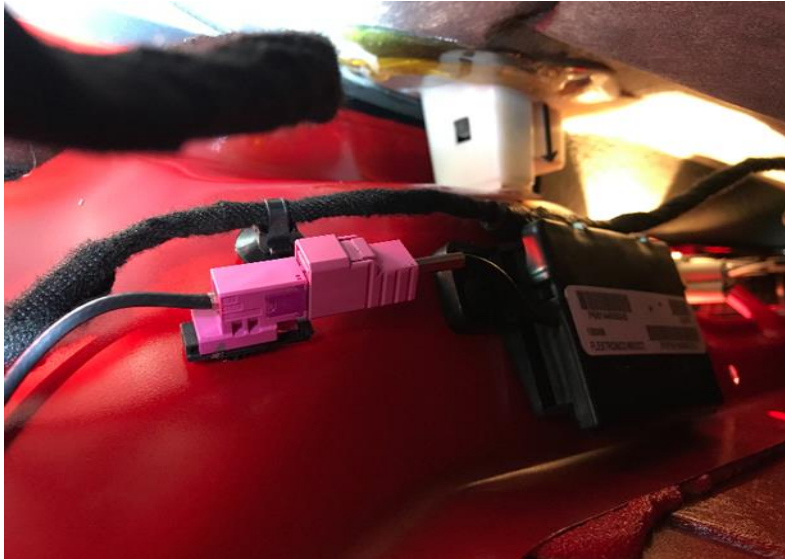


Fig 2

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