



STAR ONLINE PUBLICATION



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Symptom/Vehicle Issue: RKE Does Not Unlock The Doors After A Remote Start Event

Discussion: After a successful remote start event the vehicle's RKE does not unlock the doors. This issue may be intermittent.

Engineering is aware of this concern is currently anticipating a TSB software update be released during the 2nd quarter of 2021.

Replacement of RFH, Fobik's or any other components WILL NOT resolve 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