



STAR ONLINE PUBLICATION



Case Number: S2008000113 REV. A

Release Date: April 2021

Symptom/Vehicle Issue: No Start Intermittently, Vehicle Requires Multiple Keyless Push To Start Attempts To Start Vehicle, Intermittent Key Not Detected Message

Customer Complaint/ Technician Observation: Owner complains the vehicle is not starting every time when using the keyless push to start button. Vehicles with remote start will start if using the remote start option without issues. Technician observed when starting the vehicle while sitting in the vehicle that the vehicle will not start every time when depressing the keyless button. Examples from pickup trucks, all vehicles have to be considered.

Discussion: Thoroughly verify the vehicle has no aftermarket products that are contributing to possible LF (low frequency) key signal interference. Some of the aftermarket equipment may or may not set a DTC (diagnostic trouble codes). Some current issues have been reported with some common LED bulbs used in garages, LED aftermarket replacement bulbs for cargo lamps, 3rd brake lamps, running lamps, and brake lamps or even wireless equipment installed; see the below vehicle products reported on next page.

The KIN back-up mode process:

If the FOB battery has a low battery level which prevents the RF-Hub/KIN from performing the normal RF based Keyless Go authentication, the KIN module has a back-up means to perform the FOB authentication:

- The RF-Hub will flash the Start/Stop Button at a rate of 1Hz with a 50% duty cycle when no valid key is detected
- Press the FOB on the center of the Start/Stop Button, perpendicular to the surface of the button
- Briefly hold the FOB in place after pressing the Start/Stop Button to complete authentication of the FOB



NOTE: This procedure also may be used if PEM antenna faults are preventing the vehicle from starting.

This is required so as not to strand a customer due to a low power battery issue in the FOB.

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.4.17.21

Contact STAR Center, or your Technical Assistance Center Via TechCONNECT or eCONTACT ticket if no solution is found



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Tech noticed cargo light illumination different than other DTs (dark older shop, easy to recognize).



LED replacement bulbs



Autonet Mobile (wireless) installed into the CAN C BUS

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