



## STAR ONLINE PUBLICATION



**Case Number:** S1608000277 REV. A

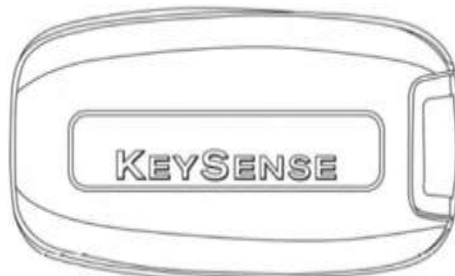
**Release Date:** August 2021

**Symptom/Vehicle Issue:** KeySense Feature Settings And KeySense PIN Resetting

**Discussion:** KeySense Features — If Equipped

This feature provides the vehicle owner with the ability to set specific vehicle functions by KeySense to enhance a specific driving experience. The vehicle settings are protected by a unique 4-digit PIN, which the vehicle owner creates when accessing the specific menu for the first time.

While this specific key fob is in use, the vehicle will respond to the customized vehicle settings selected. This includes enhanced driving assistance features, increased driver alerts, and the locking of certain optional features.



KeySense Unique Splash Screen will appear at start-up informing the driver that the vehicle will be functioning in KeySense mode.

Start Up Display Features :

- Unique splash screen graphic
- Telltale illuminated
- After unique splash screen, and after stored messages are cycled, then start-up KeySense messages (Range & Max Speed) are displayed.

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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The following features are always enabled when this key is in use:

- Entertainment Audio Muted if 1st row occupied Seat Belts are not Fastened
- Consistent Seat Belt Unfastened Chime
- Maximum Radio Volume limited to 15 out of 39
- Daytime Running Lights

Other Options for KeySense can be located in Multimedia section of the owner manual  
Customer Programmable Features — Uconnect 5.0 or 8.0

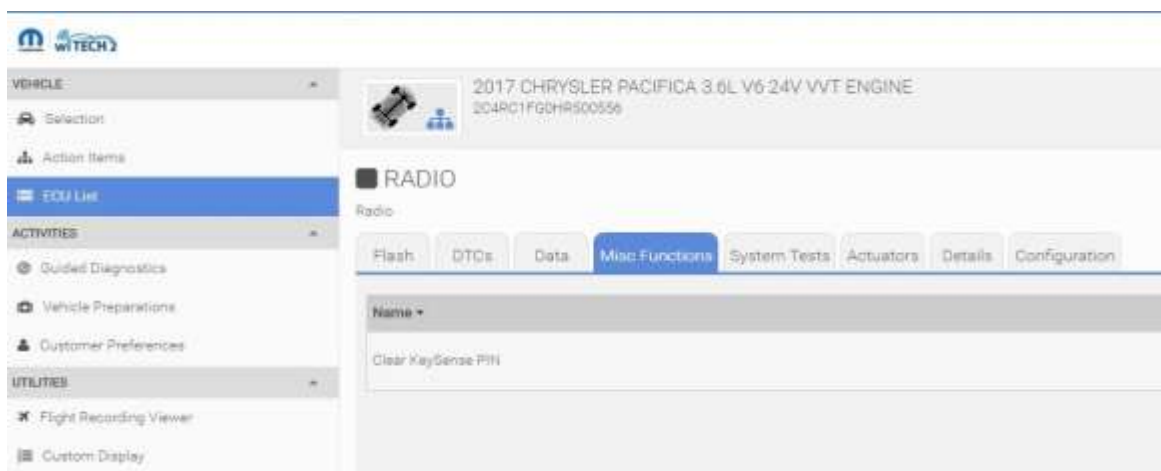
### KeySense Indicator Light during operation of the KeySense



The KeySense indicator is solid green when a KeySense key is detected upon startup of the vehicle. The indicator will remain lit for the entire key cycle as a reminder that the KeySense key is in use. While the KeySense key is in use, the vehicle will respond to a separate specific set of settings associated with the KeySense profile. Refer to “Keys” in “Getting to Know Your Vehicle” section of the owner manual.

### Resetting the PIN in the radio (wiTECH > Radio > Misc. Functions > Clear KeySense PIN)

The PIN allows the customer to update the pin secured settings that are stored for the Key. In cases where the customer has forgotten their PIN or the vehicle has been turned/traded – in, a reset would be required. To reset the PIN in the radio, it must be done by the dealer with a wiTECH tool.



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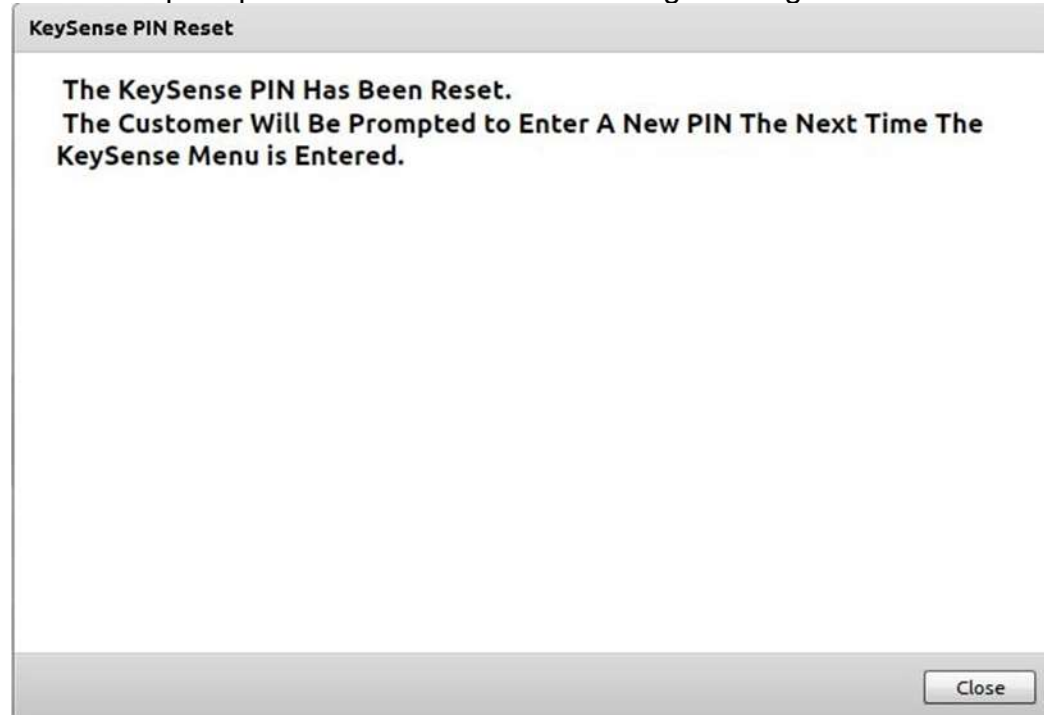
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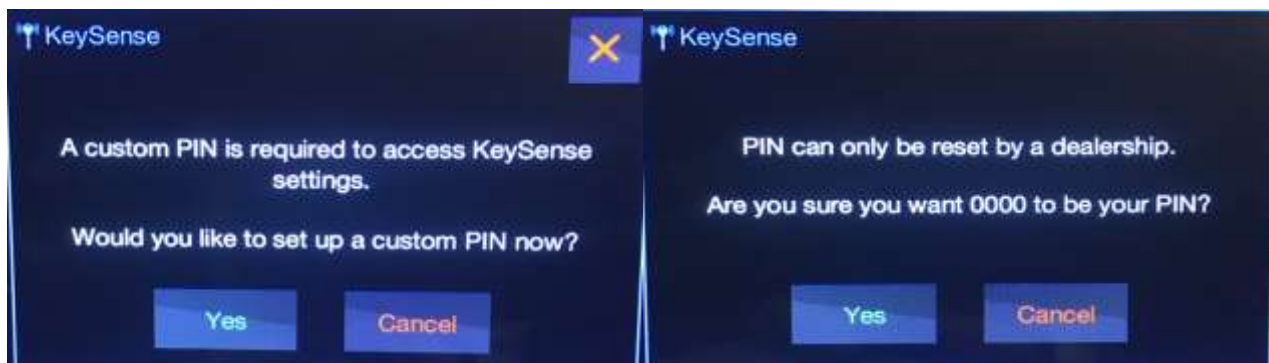


Follow the prompts from here until the following message is received:



After a PIN reset the radio splash screen will display a message that the KeySense pin has been reset and it will prompt the owner to enter a new PIN to access the KeySense menu items.

**(Note: The PIN does not default to 0000, this is only an example. The technician should not complete this step. Allow the owner to set their own PIN unless otherwise instructed by the owner.)**



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