



STAR ONLINE PUBLICATION



Case Number: S2008000126 REV. C

Release Date: 02/13/2021

Symptom/Vehicle Issue: RKE Has Reduced Range, Remote Start Inoperative, Multiple Keyless Go Push Attempts To Start, Key Not Detected Message

Customer Complaint/ Technician Observation: Owners complaint is for any of the above conditions. Technician has observed poor range when using the RKE intermittently. Vehicle RFHUB may set DTC B1A76-13 Remote Start Antenna Connection Open, as 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 at the remote start antenna headliner location. Secure connections and test and or **swap** out the RSA (remote start antenna) with a known good antenna to confirm operation. Do not replace RFHUBS until checking for the following Fig 1, 2.



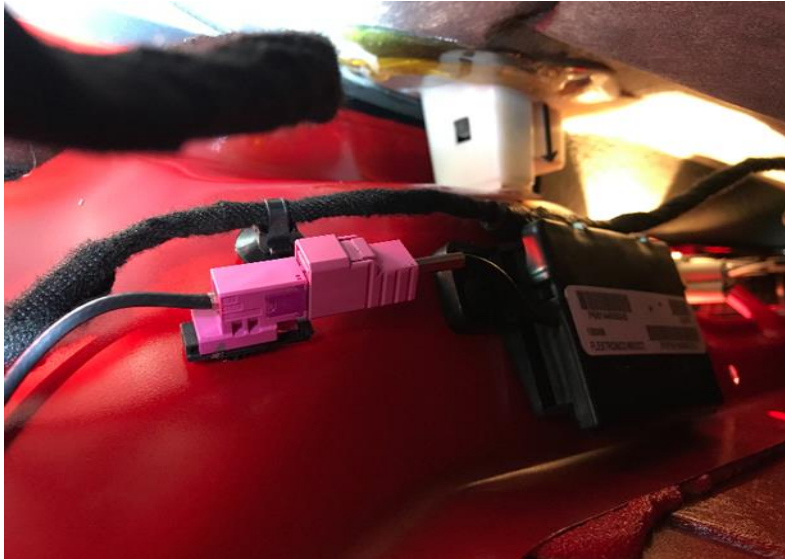
Fig 1

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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Disconnect Coax
Check for Damage at the RFHUB and RSA locations.
Reconnect Coax
Check DTC or concerns
Reset ECU
Validate 3rd brake lamp has not been changed to an LED lamp assembly
Check Key FOB Range to validate operational strength.

Fig 2

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