



STAR ONLINE PUBLICATION



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Symptom/Vehicle Issue: RKE Fobik Cannot Be Linked To Memory

Customer Complaint: Owner is attempting to link a key fob to their memory personal settings through the radios "Personal Settings - Linked to Keyfob". See the below procedures. If, however, the owner is attempting to link a new RKE FOB to the memory settings, the feature will no longer accept the new key into the memory. A replacement MSM (Memory Seat Module), will be required with the replacement of a key. Replace the memory seat module and test the "Linked to Memory" feature to complete.

The below option will work with the original keys:

A RKE is "linked" to a memory setting by performing the following steps:

1. Remove the Key Fob from the ignition (or change the ignition to OFF, for vehicles equipped with Keyless Enter-N-Go).
2. Press "set" first, then the desired memory profile "1" or "2".
3. Press and release the LOCK button on the RKE transmitter within 5 seconds of selecting the memory profile.

NOTE: FOB LINKING - The MSM has the capacity to store two linked fobs only. If a new key is being added the memory seat module will require replacement for the new key (S) to function.

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