



STAR ONLINE PUBLICATION



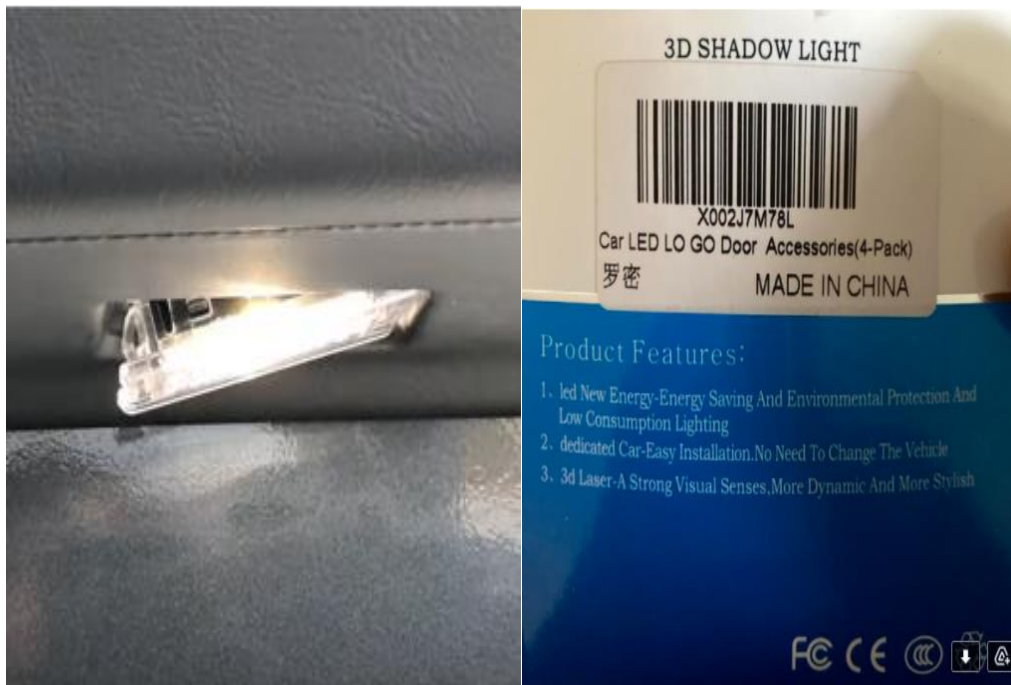
Case Number: S2108000109

Release Date: May 2021

Symptom/Vehicle Issue: Remote Key Fobs Only Work In Close Range

Customer Complaint/Technician Observation: Owner complains intermittently the remote keyless operation has a reduced range during lock and unlock requests. Technician observed the operation of the key fobs were reduced most of the time.

Discussion: Inspect the vehicle for any aftermarket LED door puddle lamps. Example of aftermarket puddle lamps contributing to poor RKE operation. Disconnect to test the operation.



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