



## STAR ONLINE PUBLICATION



**Case Number:** S2208000129

**Release Date:** June 2022

**Symptom/Vehicle Issue:** After Entering The PIN wiTECH Displays Unable To Unlock Module, The VIN It Has Stored Is Invalid

**Discussion:** When attempting to program a replacement RFH, BCM, or PCM. You may receive “Unable to unlock module, VIN it has stored is invalid” message after entering the PIN number. This may be caused by the incorrect encryption software being programmed to the immobilizer modules.

**Diagnosis:** If you receive this message and the vehicle build range is between 11/29/2021 and 12/23/2021, this SOL applies.

**Repair:** If either the RFH, BCM or PCM needs to be replaced. All three immobilizer modules (RFH, BCM, PCM) and key fobs will need to be replaced at the same time.

To ensure successful programming of all three modules and fobs. Follow the module programming guide located in Service Library: *08 - Electrical / 8E - Electronic Control Modules / Standard Procedure/ Module Replacement And Programming Order Guide*

**This SOL and module replacement requirements only apply to vehicles built between 11/29/2021 and 12/23/2021. Enter the vehicles VIN into Service Library to verify S2208000129 is applicable.**

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**