



Case Number: S2208000050 REV. B

Release Date: June 2022

Symptom/Vehicle Issue: Vehicle Will Not Start

Customer Complaint/Technician Observation: Owner complaint, the vehicle is not starting. Technician observed the same.

Repair Procedure:

Check to see if the Radio Frequency Hub (RFHM) label part number is at "AM" NIK level.

- A. Using a trim stick or equivalent, disengage the retaining tabs of the rear header trim panel from the inner roof panel and remove the trim panel.
B. Lower the headliner to access the Radio Frequency Hub Module RFHM located at the center rear.
C. Inspect the label part number on the RFHM, does the RFHM part number end with an "AM"?



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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If no, this SOL does not apply. **If Yes**, follow the procedure below or see Customer Satisfaction Notice (CSN) Z23.

1. If the RFHM is at the "AM" NIK level, the RFHM will need to be replaced.
 - A. If the vehicle is equipped with an "AM" level part, the RFHM can be reset and allow the vehicle to start and be moved around. These steps are not intended for the customer to perform but can be used until further updates can be made. This procedure is only so the vehicle can be started after the reset to allow the vehicle to be moved around the dealership property:

Use one of the following to reset the RFHM.

- The battery can be disconnected, then reconnect after 2 minutes.
- Remove fuse 49, then reconnect after 2 minutes.
- Remove the black connector from the RFHM, then reconnect after 2 minutes

"A RFHM should be ordered to repair the customers vehicle. Service action for 22 WL's has been released, reference CSN (Z23).

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