



STAR ONLINE PUBLICATION



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Symptom/Vehicle Issue: Security Module Lock Out After Entering the PIN to Unlock The Wireless Control Module (WCM)

Discussion: If the wrong PIN is entered multiple times to unlock the module during programming it will cause a WCM “**locked out condition**”. The scan tool will display one of the following warning messages, a lock out code, an error wrong PIN, or "Security Locked Out".

If you get any of the above warning messages after entering the PIN, use a valid key and turn it to the run position for 1.5 hrs. while maintaining proper battery voltage to unlock the module from a locked status. Then re-enter a correct pin to re-start the process.

NOTE: Some WCM modules may reset by performing a battery disconnect or by removing the B+ fuse for five minutes. If the above steps do not unlock the module, replace the WCM as needed and follow the normal service procedures for security module replacement.

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