



## STAR ONLINE PUBLICATION



**Case Number:** S2208000159

**Release Date:** September 2022

**Symptom/Vehicle Issue:** Error 715 – Not A Valid Market Message Received In wiTECH When Trying To Program An Immobilizer Component

**Diagnosis:** When attempting to perform programming of a new immobilizer component such as the Key Fobs, RFH, PCM, BCM. wiTECH may display error message “Error 715 - Not A Valid Market”. If this message is received, it is likely because of an error in immobilizer data stored in the DealerConnect database for the vehicles VIN. The vehicles immobilizer data will need to be reviewed.

**Repair:** Verify the replacement part numbers you installed are correct using the vehicles VIN number in STAR Parts. Confirm there are no communication or wiring faults which could cause programming errors.

Open a STAR Case and attach a screenshot of the “Error 715” message and an ECU Details Report which lists the RFH serial number. Advise the agent that you need the immobilizer data updated and reference this STAR Online Publication number. STAR will contact the FTS Electrical team and put in a request for the immobilizer data to be recovered.

The STAR center agent will document in the case once the updates have been completed. Rerun the wiTECH programming for the immobilizer component being replaced. The programming should complete successfully without errors.

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**