



STAR ONLINE PUBLICATION



Case Number: S2208000050 REV. A

Release Date: April 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: Use the wiTECH to access the RFH

Diagnosis: Check to see if the RFH (Radio Frequency Hub) is at an "AM" NIK part level.

If no, this SOL does not apply. **If Yes**, follow procedure below or see CSN Z23.

1. If the RFHM is at the "AM" NIK level, the RFH will need to be replaced.
2. If the vehicle is equipped with an "AM" Level part, the RFH can be reset and allow the vehicle to start and be moved around. These steps are not intended to be advised to the customer to perform, but 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 RFH.

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

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

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