



STAR ONLINE PUBLICATION



Case Number: S2208000192

Release Date: December 2022

Symptom/Vehicle Issue: Vehicle Will Not Shut Off With Ignition Switch. Yellow Key Light And Message “Service Passive Entry Vehicle Will Not Shut Off Or Restart” “To Shut Off Vehicle See Vehicle Settings” Displayed In Cluster

Discussion: The vehicle may not be able to be shut off with the push button ignition switch. The yellow key warning light will be displayed in the cluster and the message “Service Passive Entry Vehicle Will Not Shut Off Or Restart”. Below 3 MPH “To Shut Off Vehicle See Vehicle Settings” is displayed. Upon scanning the vehicle for DTC’s you will find B1053-64 RFHM (KIN Communication) - Signal Plausibility Failure and/or B1A7D-2F-Start Button - Signal Erratic.



This is caused by an issue with the Radio Frequency Hub (RFH) software. Replacement of the RFH or any other component will not resolve the concern. Updated software for the RFH is scheduled to be released Q1 2023.

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

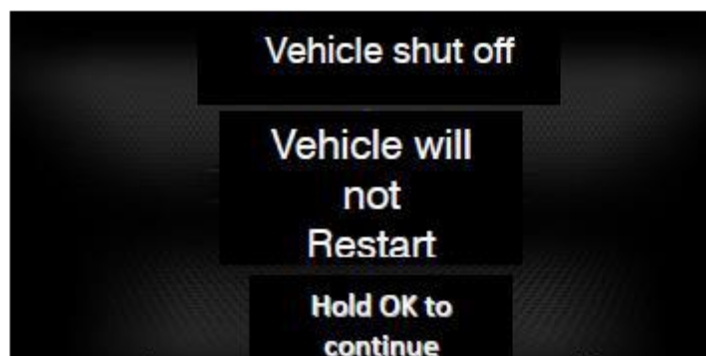


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To shut down the vehicle the following procedure needs to be performed. This procedure should be communicated to the customer.

1. Press and hold “OK” button on steering wheel. A progress bar will appear on the cluster



2. Shift to park “P” and press and hold the brake pedal. Press and hold “OK” button on steering wheel until the progress bar will be completes. The vehicle will shut off.



Once the vehicle is shut off using this method. The vehicle cannot be restarted until a battery disconnect is performed.

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