



STAR ONLINE PUBLICATION



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Symptom/Vehicle Issue: Alarm Unavailable Message Appears After the Vehicle is Remote Started

Customer Complaint/Technician Observation: Owner complains of a cluster message "Alarm Unavailable" after the vehicle is remotely started. Technician may or may not be able to duplicate the concern.

Discussion: The cluster warning message "Alarm Unavailable" after a remote start may appear on a vehicle when a lower-than-expected threshold target voltage has been triggered, 8v or lower during cranking. Charge the battery and inspect and test the main battery cables connections for any voltage drop as needed. If the issue is still evident follow the below steps.

Disconnect the 12V negative pole clamp. Re-attach after 2 minutes.

Be sure that the 12V battery has a good State of Charge (SOC) and State of Health (SOH).

If the issue does not disappear, connect the wiTECH, check for Diagnostic Trouble Codes (DTCs) and record. Use Service Library DTC diagnostics for active DTCs to repair and clear DTCs to complete.



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