



STAR ONLINE PUBLICATION



Case Number: S2308000072

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Symptom/Vehicle Issue: Key Fob Poor Distance, Key Not Detected, No Start

Customer Complaint/Technician Observation: Owner complains the remote key fob has a poor distance to unlock the vehicle or they cannot start the vehicle (key not detected).

Repair Procedure: Validate if the vehicle is equipped with a wireless charging pad, sales code (RFX). Key FOB placed near the wireless charging pad may incur a reduced Key FOB performance.

It is suggested not to place the key fob or any other type of metal/ magnetized object inside the mobile phone housing or near the wireless charging pad.

Phone charging holding location:



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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Starting The Engine With A Depleted Key Fob Battery:

If the ignition state/mode does not change with the push of a button, the key fob may have a low or depleted battery. In this situation, a backup method can be used to operate the ignition switch: Place the key fob in the cupholder, and then press the ignition button.



To test the key fob:

1. Test the Remote Keyless Entry (RKE) signal strength using TPMS / RKE Analyzer Tool 2046300080.
or
2. Verify voltage of the CR2032 - 3v coin battery with a voltmeter and then use the signal strength performance test if needed.

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