



STAR ONLINE PUBLICATION



Case Number: S2308000088

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Symptom/Vehicle Issue: Key Fob Battery Low Warning Message Displayed on The Instrument Panel Cluster (IPC)

Customer Complaint/Technician Observation: The owner complains of a “Key Fob Battery Low” message that is displayed on the IPC. The technician observed the message and one or both vehicle Diagnostic Trouble Codes (DTCs) B1A10-00 RKE Fob 1 Battery Low or B1A11-00 RKE Fob 2 Battery Low.

Discussion: If the customer complaint is a key fob Battery Low message and one of the above DTCs is present, it shows the key fob battery voltage is at 2.3v or lower requiring a replacement battery or connection issue. Use TPM Analyzer tool 2046300080 to test the RKE performance pg. 2 or check the actual battery voltage directly with a multimeter.

Some vehicles equipped with sales code LNR (proximity/welcome feature) may experience a low battery condition if the key fob is stored within the sensing range that surrounds the vehicle during extended periods. This range is approximately 25ft open area range and can be found by a key fob led indicator that will blink while the key fob is in the zone being sensed near the vehicle.

On vehicles with the proximity welcome feature, sales code LNR, we recommend explaining to the owner key fobs stored near the vehicle for extended periods have the potential for continuous vehicle-to-fob communication that can result in a key fob battery drain. It is recommended to store the key fobs outside of the designed sensing range of the welcome feature to minimize battery drainage.

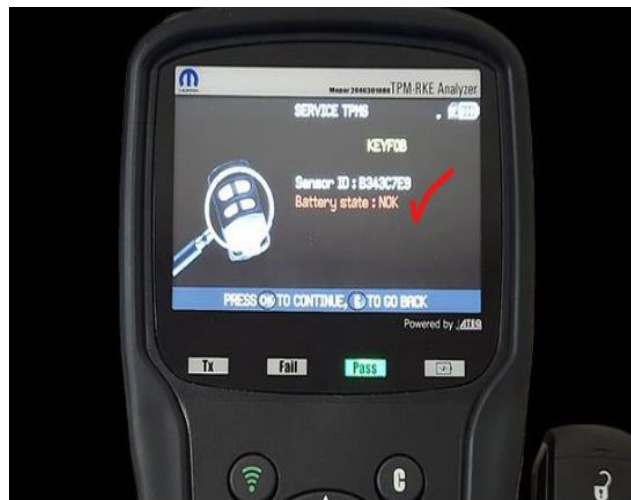


This document does not authorize warranty repairs. This communication documents a record of past experiences. STAR Online does not provide any conclusions about what is wrong with the vehicle. Rather, it captures all previous cases known that appear to be similar or related to the vehicle symptom / condition. 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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TPM-RKE Analyzer

Pg. 2

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