



STAR ONLINE PUBLICATION



Case Number: S2308000145

Release Date: November 2023

Symptom/Vehicle Issue: Remote Keyless Entry (RKE) And Remote Start Range Is Limited. B1A76-11 Remote Start Antenna Short To Ground Is Setting Erroneously

Discussion: The customer may find that the RKE and remote start range is limited. On vehicles equipped with Remote Start Antenna (RSA), the antenna is also used for RKE functionality. This concern may be caused by a loose or not connected RSA. Due to a fault detection software issue the RFH may not trigger a B1A76-13 - Remote Start Antenna Circuit-Circuit Open DTC even if the condition is present.

You may find B1A76-11 - Remote Start Antenna Circuit- Circuit Short To Ground. This DTC may be setting erroneously.

Diagnosis: You need to determine if the RKE range is limited. With the fob in hand, stand 49ft (15m) from the vehicle with clear line of sight. Test the key fob functionality (Lock, Unlock and Remote Start). If the vehicle responds to these inputs, the RKE range is working as expected.

If RKE range is determined to be within specification, it can be concluded that B1A76-11 - Remote Start Antenna Circuit- Circuit Short To Ground is setting erroneously.

If the RKE range is limited, proceed to the repair steps on the next page.

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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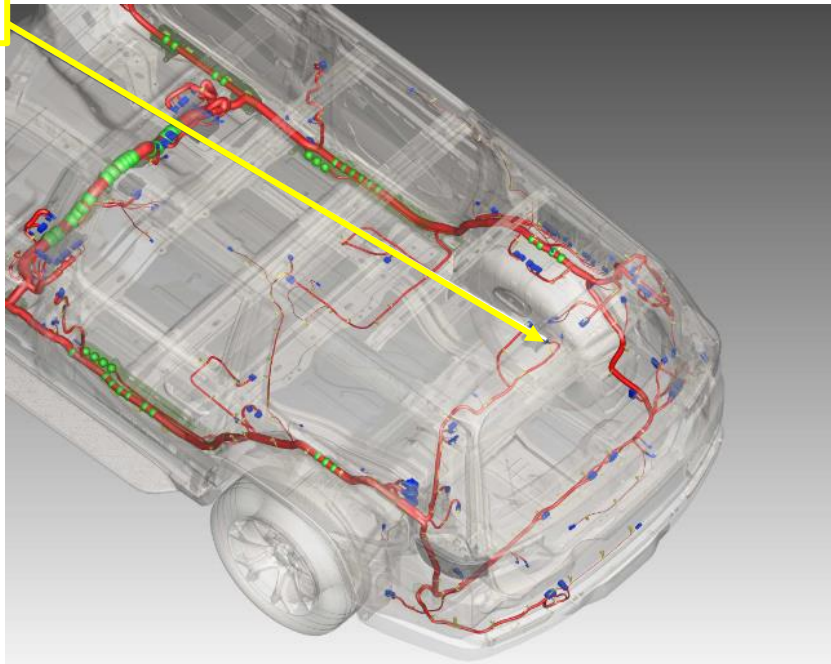


Repair: For vehicles with lower than expected RKE range, inspect the RSA connection by gaining access to the Radio Frequency Hub (RFH). Lower the headliner far enough to gain access to the Remote Start Antenna (RSA). (Refer to 23 - Body/Interior/HEADLINER/Removal and Installation). Confirm the RSA connector is fully seated and locked.

If you find the RSA connector is fully secure, but the concern still present. Even if the fault is not set, follow the B1A76-13 - Remote Start Antenna Circuit-Circuit Open DTC flow chart.

If B1A76-11 - Remote Start Antenna Circuit- Circuit Short To Ground is set instead and the vehicle has low RKE range, follow the DTC flow chart.

RFH Location



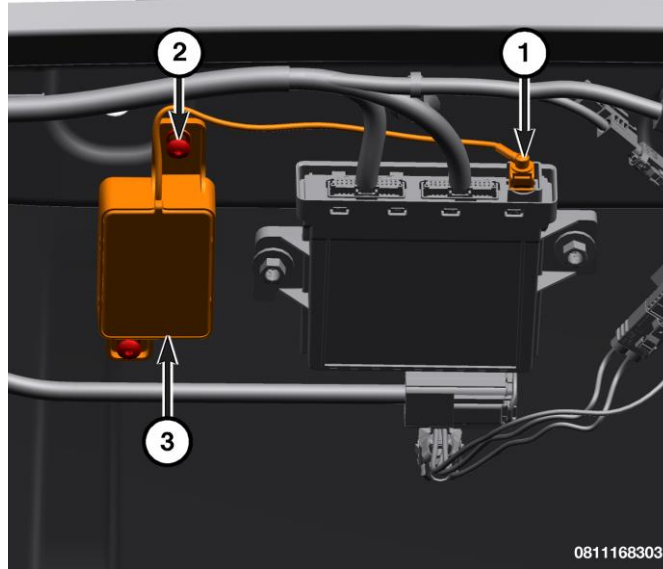
RFH Location

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- 1) Remote Start Antenna Connector
- 2) Push Pin
- 3) Remote Start Antenna

Verification: Once repairs are completed, verify the RKE range meets specifications of 49ft (15m).

An RFH software update to enable detection of B1A76-13 - Remote Start Antenna Circuit-Circuit Open, and stop erroneous detection of B1A76-11 - Remote Start Antenna Circuit- Circuit Short To Ground is scheduled to be released early Q1 2024.

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