



## STAR ONLINE PUBLICATION



**Case Number:** S2308000149

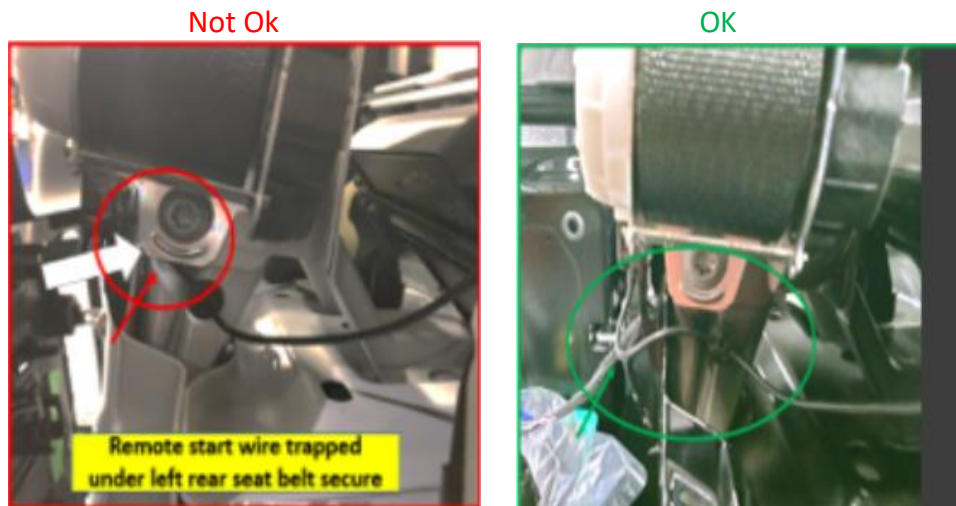
**Release Date:** November 2023

**Symptom/Vehicle Issue:** Key Fob Functions for Remote Start, Unlock and Lock Only Operate Near the Vehicle

**Customer Complaint/Technician Observation:** The owner complains that the remote keyless functions only work when near the vehicle. The technician observed the reduced performance range or not at all and Diagnostic Trouble Code (DTC) B1A76-11 Remote Start Antenna Short to Ground.

**Repair Procedure:** Use the available signal strength testers 9936 or Ateq VT56 to confirm the key fob and battery strength are ok. Once confirmed, inspect the routing of the remote start antenna wire for a pinch condition at the driver side rear seat belt mounting location. Replace and reposition the remote start antenna as needed Fig 1 and 2.

**Remove the C-pillar trim using Service Library (SL) removal procedures and inspect the remote start antenna wire routing at the seat belt mounting location, second row seatbelt - see below.**



**Fig 1**

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.

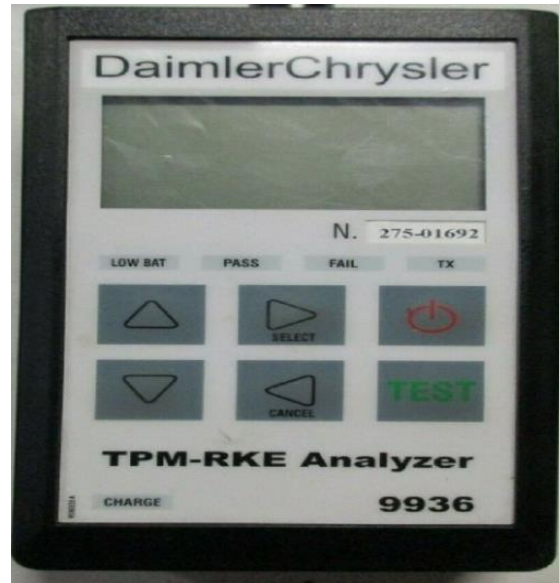
**Contact STAR Center, or your Technical Assistance Center Via TechConnect, eCONTACT or Service Library entry if no solution is found.**



## STAR ONLINE PUBLICATION



9936



Note: CH9936 has been discontinued and superseded to [2046300080](#).

Ateq VT56



Fig 2

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, eCONTACT or Service Library entry if no solution is found.