



STAR ONLINE PUBLICATION



Case Number: S2408000007

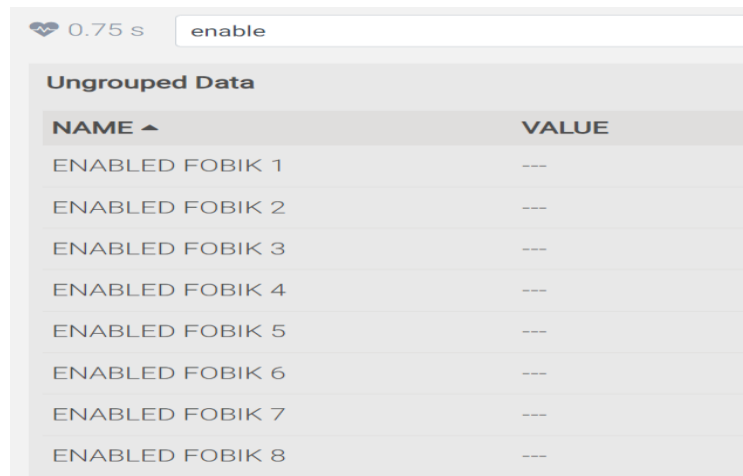
Release Date: January 2024

Symptom/Vehicle Issue: Remote Keyless Entry (RKE) Fob Inoperative, Cluster Message Key Fob Battery Low

Customer Complaint/Technician Observation: The owner complains RKE poor performance and a cluster message "Key Fob Battery Low. The technician may or may not have a Diagnostic Trouble Code (DTC) for **RKE FOB BATTERY LOW**.

Repair Procedure:

1. Use the scan tool to download a Vehicle Scan Report, record any DTCs.
2. Using the scan tool to access the IBCM data folder, record the list of Enabled Key Fob IDs.



0.75 s enable

NAME ^	VALUE
ENABLED FOB1K 1	---
ENABLED FOB1K 2	---
ENABLED FOB1K 3	---
ENABLED FOB1K 4	---
ENABLED FOB1K 5	---
ENABLED FOB1K 6	---
ENABLED FOB1K 7	---
ENABLED FOB1K 8	---

3. Retrieve from the customer the suspected Key Fob and all programmed Key Fobs to the vehicle if possible.
4. Depress the unlock command button on the Key Fob to unlock the vehicle doors using suspect Key Fobs.
5. Attempt to open the door and enter the vehicle (if door is still locked, does not unlock, use the emergency key to unlock).

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.



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6. Push the start button. Check if *Key fob battery low* message appears with or without a DTC and record in the notes of the WRO.
7. If the Key Fob battery low message seen below is NOT displayed and the vehicle correctly went to Ignition Run, the Key fob battery should not be replaced.
8. If the message below appears, and the vehicle does not go to ignition run, replace Key Fob battery.
9. Check and record the voltage of the battery.



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