



STAR ONLINE PUBLICATION



Case Number: S2408000054

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Symptom/Vehicle Issue: Alarm Sounds Intermittently

Customer Complaint/Technician Observation: The owner complains that the alarm may go off without any obvious trigger. The technician may or may not be able to duplicate the concern.

Repair Procedure: Verify the software level in the Body Control Module (BCM), if the BCM is at a software level AH or Ai the condition described above can occur. Do not replace the BCM for this concern, updates for the BCM software should be available by the beginning of the 3rd quarter 2024.

If there is a need for immediate service action, contact the STAR center with the most current scan report for Technical Service Operations to review and involve local support as needed.

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.