



## STAR ONLINE PUBLICATION



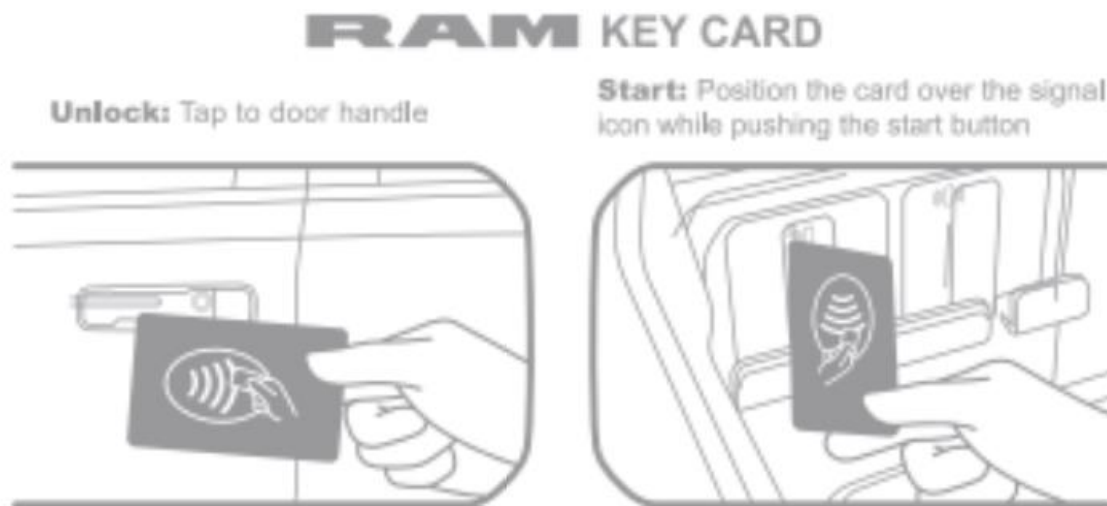
**Case Number:** S2408000051

**Release Date:** June 2024

**Symptom/Vehicle Issue:** Door Does Not Unlock When Using the Unlock Tap to Open Feature, No Vehicle Response When Using the Near Field Communication Card (NFC) on First Tap

**Owner Complaint/Technician Observation:** The owner complains that the new NFC card does not unlock the door with one tap. The technician has observed the vehicle is equipped with sales code **GX6 Smart Phone as Key Capable** and at times the card does not work with one tap as expected.

**Discussion:** Vehicles that have entered a full BUS sleep cycle may require a second tap to support the NFC card communication needs. Do not replace the NFC card for this concern, new NFC cards will perform the same. The new feature is expected to have a FOTA and wiTech update made available to improve full functionality features by the 4<sup>th</sup> quarter of 2024.



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.**