



STAR ONLINE PUBLICATION



Case Number: S2408000070

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Symptom/Vehicle Issue: Key Not Detected Message Displayed on the Cluster, No Start No Crank

Technician Observation: The technician observed the cluster message for the key not detected and that the vehicle is a no crank, no start. Vehicle may or may not have any Diagnostic Trouble Codes (DTCs), Fig 1 and 2.

Repair Procedure:

1. Check for Diagnostic Trouble Codes (DTCs), record.
2. At the rear driver headliner inspect the remote start antenna connections and ensure the connector is securely connected.
3. Inspect the C2 RFHUB connector, verify no spread terminals and no terminals are pushed out, secure connector C2.
4. Use the scan tool to perform an ECU reset under guided diagnostics OR a battery disconnect, capacitance discharge, battery reconnect.
5. If issue continues, continue with normal diagnostics.



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.



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Inspect the remote start antenna connector at the driver side rear headliner area.
Secure as needed.



Fig 2

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