



STAR ONLINE PUBLICATION



Case Number: S2408000108

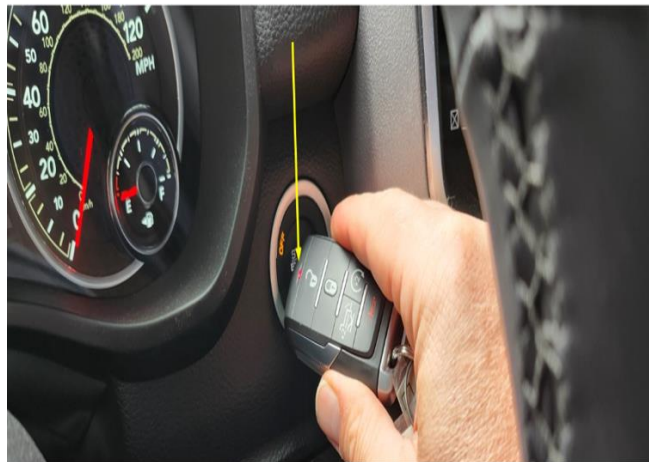
Release Date: October 2024

Symptom/Vehicle Issue: Keys do Not Program as Expected

Technician Observation: The technician is attempting to add a key to the vehicle and the new key is not programming.

Discussion: While using the scan tool verify the key is being held against the KIN instead of using the traditional pressing of the UNLOCK button. The key will respond as shown in the below example.

Press the KIN button with the FOB. The red light on the FOB will illuminate.



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.