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Case Number: S2408000118

Release Date: November 2024

Symptom/Vehicle Issue: Vehicle Key FOB Functions for Passive Entry, Lock and Unlock, and Passive Keyless Go Starting Intermittently Do Not Operate

Customer Complaint/Technician Observation: The customer complains of the above key fob features that intermittently operate. The technician may or may not be able to duplicate the above conditions.

Repair Procedure:

1. Check for any DTCs setting against a Key Fob and/ or the Radio Frequency Hub (RFHUB).
2. Check for any pending TSBs or RSUs applicable to the vehicle, update as needed.

NOTE: If no Diagnostic Trouble Codes (DTCs) for the KEY FOB RKE BATTERY 1 or 2 Low, B1A10-00 or B1A11-00 are set, along with no low FOB battery messages complaints by the owner, it is unlikely that a FOB battery requires a replacement, a FOBIK battery reset only (disconnect battery, check terminals and reconnect).

3. For vehicles setting the above DTCs and/or with the above intermittent complaint and/or a vehicle build date of May 2024 thru June 2024 they should have the coin battery date code reviewed. If the FOB battery date code is beyond 6 months from the original vehicle build date of the vehicle, replace the battery with a new battery. Include battery pictures front and back with DID-I, include whether the owner had replaced the battery at any point.



Example: OEM Battery CR2450 Panasonic
Date code 4 = Year 2024 - 5 = Month of May

- 3a. Test the vehicles battery voltage as needed, batteries with a voltage of 2.4v or lower should trigger a low battery concern and require a replacement.

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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- 3b. Inspect all battery contact points before any battery replacement to ensure proper battery functionality.
4. If after the battery inspection, its measured voltage and contact points there are no concerns, do not replace the BATTERY, RFHUB module and or KEYS at this time replacement parts will perform the same. Engineering is investigating other updates to optimize the Key FOB performance. The field service support team will be notified when any updates become available.

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