



STAR ONLINE PUBLICATION



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Symptom/Vehicle Issue: When Using an Apple iPhone with the Virtual Key Apple APP it May display an Incorrect Vehicle Brand

Customer Complaint/Technician Observation: The owner complains the Virtual Key App is not displaying the correct vehicle brand. The technician may or may not be able to duplicate the concern as described.

Discussion: The above concern may appear on vehicles with optional sales codes RFX wireless charging pad, and GX6 Smartphone as a Key (SPAACK) systems. Engineering is preparing to release a software update for the Wireless Control Processing Module (WCPM2) to correct the vehicle identification. No further repairs or parts should be replaced at this time, current parts will perform the same. The service software update for the WCPM2 is estimated for release by the 1st quarter of 2025.

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.