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Case Number: S2408000070 Rev. C

Release Date: December 2024

Symptom/Vehicle Issue: Vehicle does not respond to lock/unlock button presses from keyfob and “Key Not Detected” Message is Displayed on the Cluster when attempting to start the vehicle with KIN press, No Start No Crank.

Technician Observation: The vehicle might have been towed into the service station and technician observed the vehicle does not respond to unlock doors using keyfob (need to use mechanical key in the keyfob to enter the vehicle), message “key not detected” is displayed on the cluster during an attempt to start the vehicle using KIN (Start-Stop) button press and that the vehicle has a no crank, no start. Vehicle may or may not have any Diagnostic Trouble Codes (DTCs). Please follow the repair procedure below Pg 1 and 2.

Note: For conditions where there are no RKE issues when using Keyfob buttons and only an issue where Keyless Go button intermittently does not start vehicle usually when the Keyfob is placed in or around cup holder area. The cluster displays a message “Key Not Detected” in most cases; Check if the vehicle is equipped with Wireless charging pad module (WCPM) PNs 05033398AB and/ or 05033399AB and replace the modules with 05033398AC and/or 05033399AC respectively (refer TSB: 08-232-24).

Repair Procedure: Verify for condition changes after each step.

1. Check for Diagnostic Trouble Codes (DTCs), record.
2. Check if there are any after-market parts/ modules connected to the vehicle or any LED lamps throughout the vehicle, 3rd brake lamp or other; if yes, please disconnect and retest.
3. Remove the passenger side rear seat.
4. Remove the CAB back trim panel behind the passenger side rear seat.
5. Remove driver side rear seat and CAB back trim panel and verify.
6. At the rear driver headliner inspect the remote start antenna connections and ensure the connector is securely connected.
7. Inspect the C2 RFHUB connector, verify no spread terminals and no terminals are pushed out, secure connector C2.
8. Use the scan tool to perform an RFHUB ECU reset under guided diagnostics OR perform a battery disconnection, capacitance discharge, battery reconnect.
9. If issue continues, continue with normal diagnostics.

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.



Pg 1

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PG 2

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