



STAR ONLINE PUBLICATION



Case Number: S258A000001

Release Date: January 2025

Symptom/Vehicle Issue: Customer Unable To Use The Brand App To Remote Start Or Lock/Unlock Vehicle Doors

Discussion: The customer finds the brand remote app in not working. Customer can not remote start, lock/unlock vehicle doors. Any attempt to use remote operation service through the brand app, the function fails for vehicles with X in the 9th position of the VIN. Engineering is aware of the condition described above and working on a resolution.

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.