



## STAR ONLINE PUBLICATION



**Case Number:** S2508000021

**Release Date:** March 2025

**Symptom/Vehicle Issue:** Passive Entry Inoperative

**Customer Complaint /Technician Observation:** The owner complains that the passive entry function has stopped working. Technician has observed the passive entry does not respond and the vehicles modules have not set a Diagnostic Trouble Code (DTC).

**Discussion:** For vehicle owners that may experience this concern, it is suggested to perform a 12v battery reset (battery disconnect and reconnect) to recover the passive entry function. This condition **cannot be corrected** with a part replacement.

Engineering is investigating a software update for this issue with an expected software release in the 2<sup>nd</sup> quarter of 2025. The field will be notified when this update becomes available.

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.**