



## STAR ONLINE PUBLICATION



**Case Number:** S2408000015   **Rev. D**

**Release Date:** April 2025

**Symptom/Vehicle Issue:** Remote Keyless Entry (RKE) Functions Do Not Work, Intermittent Vehicle Response When Using the RKE, Key Not Programmed, Adding Remote Start

**Customer Complaint/Technician Observation:** The owner complains there is intermittent vehicle response when using the RKE buttons and or no vehicle response. The technician may or may not be able to duplicate the concern.

**Repair Procedure:** If the vehicle is setting Diagnostic Trouble Codes (DTCs) relating to Passive Entry (PE) or the remote start systems use the diagnostic codes as a first step to verify no antenna related issues that may be related to key performance issues.

**Examples:** B1A76-11 Remote Start Antenna Circuit-Circuit Short to Ground  
B1A76-13 Remote Start Antenna Circuit-Circuit Open  
B1A71-13, B1A72-13, B1A73-13, B1A74-13 B1A75-13 Passive Entry Antennas 1,2,3,4,5  
Circuit Open

**If no codes:** Before replacing the key fob use steps below as a guide to proper diagnostics.

Using the scan tool verify the RFHM module data shows the vehicle has both key fobs programmed for the subject vehicle.

- If the key fob brought in with an issue is different from the key fobs programmed to the vehicle (not listed in the programmed section), and it is OEM part, follow proper procedure to pair new/additional key fobs.

If the key fob of concern is shown in the programmed list to the subject vehicle, follow the below steps prior to any warranty related key fob 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 or eCONTACT ticket if no solution is found**



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1. For fobs, with or without LED:
2. Inspect the FOB for case separation and document findings.
  - i) Remove the coin battery from the key fob.
  - ii) Inspect for corrosion (**if corrosion is found and FOB is inoperative – condition is not warranty**)
  - iii) If no corrosion, test the battery with a voltmeter and verify that the coin battery has the correct voltage.
  - iiii) If the battery is low (**below 2.6V**), replace the battery.
2. Test the performance of the key fob remote signal and its battery with the ATEQ VT56 tester to ensure good signal strength. Use the distance range performance at different vehicle parked locations to further test the RKE performance.
3. Fobs that have continued issues after testing and/or a replacement battery, verify the vehicle has no aftermarket LED light installations either externally or internally that may affect a consistent RKE signal.
  - 3a. Confirm the intermittent operation of the RKE is not just at one location and appears at different parked vehicle locations to eliminate the possibility of outside interference affecting the RKE signal performance.
4. If the Radio Frequency Hub Module (RFHM) has been upgraded to the RFHM with remote start, follow the programming procedures in Service Library (SL) – 08 Electrical /8N – Power Systems / Power Locks / Transmitter, Integrated Key Fob / Standard Procedure. Proper programming is required for system operation and warranty.

### NOTE: Review Master Tech:

Key FOB or TPM loss of signal / poor performance.

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