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Case Number: S2508000030

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Symptom/Vehicle Issue: Fleet Vehicles Equipped With Tailgate Only Unlock/Lock Delivered With Interim Key Fobs With Incorrect Button Graphics

Customer Complaint/Technician Observation: Customers and technician may find that the key fob unlock/lock is not unlocking/locking the driver and passenger door. Instead, it only unlocks/locks the tailgate.

Fleet vehicles built between 05/01/25-08/01/25 with sales codes CEU – Black Key Fob, JE8 - Manual Door Locks, **and** XJJ - Locking Tailgate may be delivered with interim key fobs. These interim key fobs will have the traditional Unlock, Lock, & Panic buttons graphics instead of the intended Tailgate Unlock, Lock graphics which may lead to the impression that they should operate the power door locks. However, vehicles equipped with the aforementioned sales codes have mechanical door locks, and by design the Tailgate fobs only operate the power lock on the tailgate. The Tailgate release feature is not available on Tradesman.

Dealers and fleet customer originally supplied with these interim fobs will be provided fobs with the correct graphics through an RSU at a later date.

Diagnostics: To confirm the vehicle was delivered with interim key fobs verify the following:

1. Visual Inspection - Interim key fobs will have a the traditional Unlock, Lock, & Panic button graphics, reference images below.

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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2. Build Date - The target build date for units with interim key fobs is 05/01/25-08/01/25. Compare the vehicles build date.
3. Compare vehicle sales code to fob part number - Units with sale codes CEU+JE8+XJJ that are built with interim key fobs and will contain one of the following interim key fobs PN listed below:
 - Interim Production Key Kit PN 68731574AA (2-fob key kit)
 - Interim Production Key Kit PN 68731649AA (4-fob key kit)
 - Interim Service Key Fob PN 68731575AA (1 single key fob)

ICA: Unlock, Lock, Panic

Production Key Kit PNs

2-Fob Key Kit PN 68731574AA
4-Fob Key Kit PN 68731649AA

Service Key Fob PN

68731649AA



Interim Fob Graphics

PCA: Tailgate-Unlock, Tailgate-Lock, Panic

Production Key Kit PNs

2-Fob Key Kit PN 68710031AA
4-Fob Key Kit PN 68733054AA

Service Key Fob PN

68710035AA



Design Intent Fob Graphics

Repair: When available the Tailgate Unlock, Lock fobs with the correct graphics will be provided to dealers and fleet customers through an RSU. When received follow standard fob programming procedures in Service Library to enable. 08 - Electrical / 8N - Power Systems / Power Locks / TRANSMITTER, Integrated Key FOB / Standard Procedure

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