



## STAR ONLINE PUBLICATION



**Case Number:** S2508000045

**Release Date:** June 2025

**Symptom/Vehicle Issue:** Illuminated Approach Feature Inoperative on Vehicles Equipped With Base Exterior Lighting

**Customer Complaint/Technician Observation:** The owner complains after setting the illuminated entry lighting option within the radio that the illuminated entry does not operate. The technician observed when using the Remote Keyless Entry (RKE) unlock, the illuminated entry does not function.

**Discussion:** Engineering has identified the suspect issue on vehicles with certain packages and the base exterior illumination systems. Use the wiTECH scan tool to perform a restore vehicle configuration and proxi configuration alignment as needed to complete.

Vehicle	Guided Diagnostics
Selection	<b>NAME</b>
Action Items	ESS 150 Amp Fuse Check
ECU List	Immobilizer Modules Replacement
Activities	Mode 6 Evap Log
Guided Diagnostics	J1979 OBFCM
Fault Finding	Permanent Fault Codes
Vehicle Preparations	Auxiliary Battery Test
Customer Preferences	CARB Readiness Status - (DIESEL)
Maintenance	CARB Readiness Status - (GAS)
Utilities	PROXI Configuration Alignment <b>2.</b>
Recording Viewer	RADIO/ETM Guided Diagnostics
Custom Display	Reset ECU
	Restore Vehicle Configuration <b>1.</b>

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.**