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Symptom/Vehicle Issue: Vehicle Key FOB Functions for Passive Entry, Lock and Unlock, and Passive Keyless Go Starting Intermittently Do Not Operate

Customer Complaint/Technician Observation: The customer complains of the above key fob features that intermittently operate. The technician may or may not be able to duplicate the above conditions.

Repair Procedure:

1. Check for any DTCs setting against a Key Fob and/ or the Radio Frequency Hub (RFHUB).
2. Check for any pending TSBs or RSUs applicable to the vehicle, update as needed.

NOTE: If no Diagnostic Trouble Codes (DTCs) for the RKE FOB 1 OR 2 BATTERY Low, B1A10-00 or B1A11-00 are set, along with no “FOB battery low” messages on the cluster, it is unlikely that a FOB battery requires a replacement, a FOBIK battery reset only (remove key fob battery, check terminals and re-insert the same key fob battery).

3. Check below before replacing the fob battery:
 - a. Check if the original battery is installed which is Panasonic coin battery sized CR 2450.
 - b. Verify if the fob ID printed under the battery cover matches fob IDs stored in the RFHUB data tab using wiTECH or DID \$A004 – with a CDA for (FOB ID 1 & 2) to check the fob IDs in the RFHUB.
 - c. Check the fob battery voltage using a multimeter, if the open circuit voltage reads below 2.9V, then the battery requires a replacement. If the voltage is above 2.9V then plug the battery in the fob and try to check the functionality again.
 - d. Inspect all battery contact points before any battery replacement to ensure proper battery functionality.

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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- e. Check for the LED indicator light illumination on the key fob during a button depression, if the LED is not illuminating, verify the battery voltage and replace battery as needed to further test the operation; the fob replacement is not required.
4. If after the battery inspection, its measured voltage and contact points there are no concerns, do not replace the BATTERY, KEYS and or RFHUB Module at this time. Check for any related software updates and update the RFHUB if available. Engineering continues to investigate these types of complaints to optimize the Key FOB performance. The field service support team will be notified of any updates as they become available.

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