STAR ONLINE PUBLICATION

Case Number: **S2308000039 Rev. A**

Release Date: March 2024

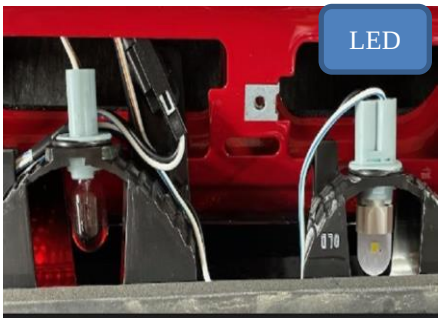
Symptom/Vehicle Issue: No Start Intermittently, Vehicle Requires Multiple Keyless Push to Start Attempts to Start Vehicle, Intermittent “Key Not Detected” Message, Radio Frequency Hub (RFHUB) Appears Orange in Topology View

Customer Complaint/ Technician Observation: The owner complains the vehicle is not starting every time when using the keyless push to start button. The technician should ask the owner if any aftermarket equipment may have been installed, LED lamps, alarms, trackers etc.

Discussion: Thoroughly verify no aftermarket products have been installed. Some current issues have been reported with some common LED bulbs used in an owner’s garage, LED aftermarket replacement bulbs for cargo lamps, 3rd brake lamps, running lamps, and brake lamps or in some cases wireless equipment used or installed on the vehicle.

See below vehicle products and a scan tool topology view when aftermarket equipment affected the RFH communication of the start signal; RFH displayed as orange no start Fig 1 and 2.

Cargo light illumination difference.





LED replacement bulbs

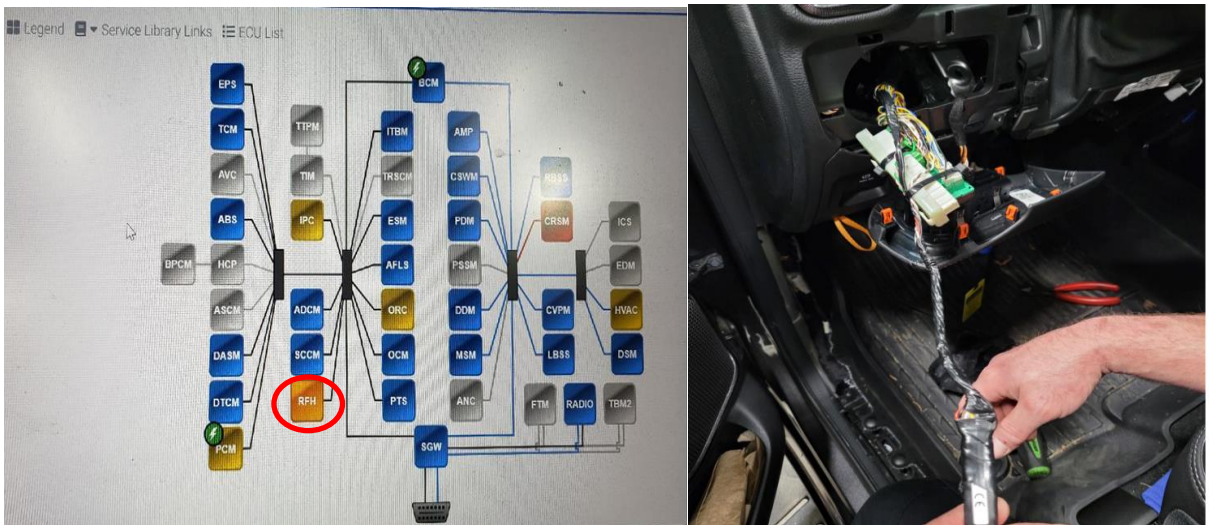


Autonet Mobile (wireless) installed into the CAN C BUS

Fig 1

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.4.17.21

Contact STAR Center, or your Technical Assistance Center Via TechCONNECT or eCONTACT ticket if no solution is found



RFH displayed Orange in topology view, findings an aftermarket alarm system installed at STAR connector location affecting the CAN C Bus messaging pattern view with PiCO scope.

If none of the above conditions are present inspect the RFHUB connectors for any signs of loose, bent or corroded terminals. Repair and any loose or bent pins as needed. For RFHUBS that may have corrosion, it is recommended to replace the RFHUB using the replacement process listed in Service Library (SL) and further inspect the rear back glass surround for any signs of water entry that may require further water testing and or resealing.

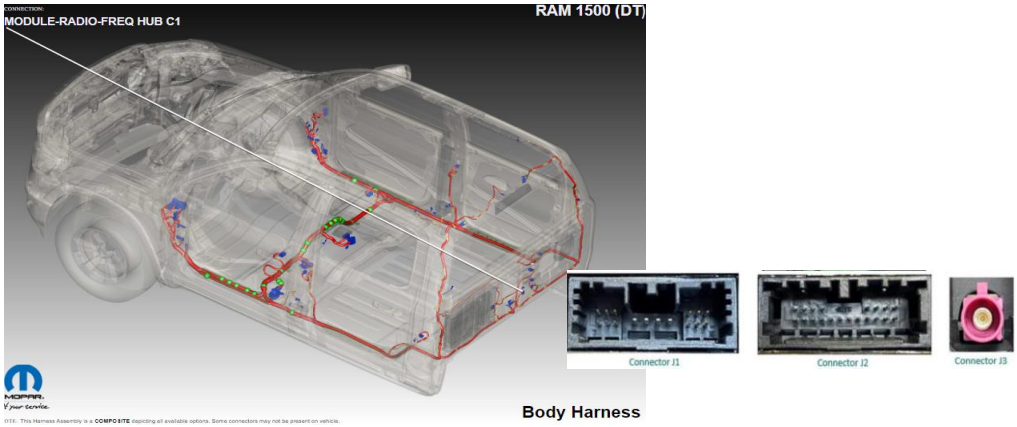


Fig 2

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