Key FOB Does Not Start the Vehicle

If you are presented with a vehicle that only one key will start the unit and the other key will not, first try to program the inactive Key FOB. If it will not program, that means it has already been programed to another unit that may still reside at the dealership. Of course this means there will be another vehicle with the same issue as the keys have become mixed up.

Recently the Material Return Center has received Key FOBs that have been identified by the key serial number as being programmed to another vehicle at the same dealership. If this occurs at your dealership do not file a warranty claim for a new Key FOB, as mixing up keys is not a defect in material or workmanship. Any keys returned that are coded to another vehicle other than the vehicle on the warranty claim will be charged back to the dealership.