

STAR ONLINE PUBLICATION

Case Number: S2008000154 Rev. C

Release Date: 2/13/2021

Symptom/Vehicle Issue: B1053-64 RFHM (Kin Communication) - Signal Plausibility Failure Set In The RF Hub. Unable To Shut Off Ignition, EVIC Displays Service Passive Entry

Discussion: The customer may state the vehicle cannot be shut off and the message “Service Passive Entry Vehicle Will Not Shut Off Or Restart” is being displayed in the EVIC. The customer may also indicate the Passive Entry System does not function. Upon scanning the vehicle for DTC’s you will find B1053-64 RFHM (Kin Communication) - Signal Plausibility Failure set in the RF Hub.



Repair: Engineering is currently working on a RFH software update with an anticipated release date in the 2nd quarter of 2021. **Replacement of the RFH or any other components will not resolve this issue.**

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 or eCONTACT ticket if no solution is found

STAR ONLINE PUBLICATION

As an interim resolution for the vehicle not shutting off, perform the procedure outlined below to shut off the ignition.

Note: Ensure the vehicle is parked in a safe location which is accessible by a tow vehicle. The vehicle WILL NOT RESTART after performing this procedure unless the fault is cleared or the battery is disconnected



Step 1: Using the EVIC Controls, enter to the “Settings” Menu

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 or eCONTACT ticket if no solution is found

STAR ONLINE PUBLICATION



Step 2: Navigate and select "Safety&Assist Vehicle Shut Off"



Step 3: The warning message that the vehicle will not restart is displayed. Press and HOLD the EVIC OK button. A timer bar will appear.

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 or eCONTACT ticket if no solution is found

STAR ONLINE PUBLICATION



Step 4: Once the timer has completed and the “Press Brake” message is displayed. You must release the OK button.

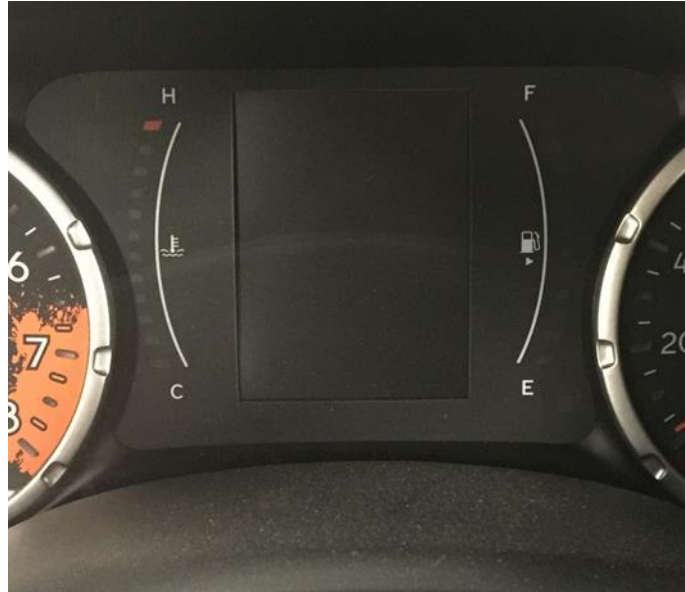


Step 5. First, press and hold the brake pedal AND THEN press and hold the OK button. The Press Brake timer will start.

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 or eCONTACT ticket if no solution is found

STAR ONLINE PUBLICATION



Once the Brake Timer completes, the ignition will shut off.

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 or eCONTACT ticket if no solution is found