

STAR Case



Case Number: S2008000013

Release Date: 02/26/2020

Symptom/Vehicle Issue:

Key Programming, Security Pin Request, Pin Invalid

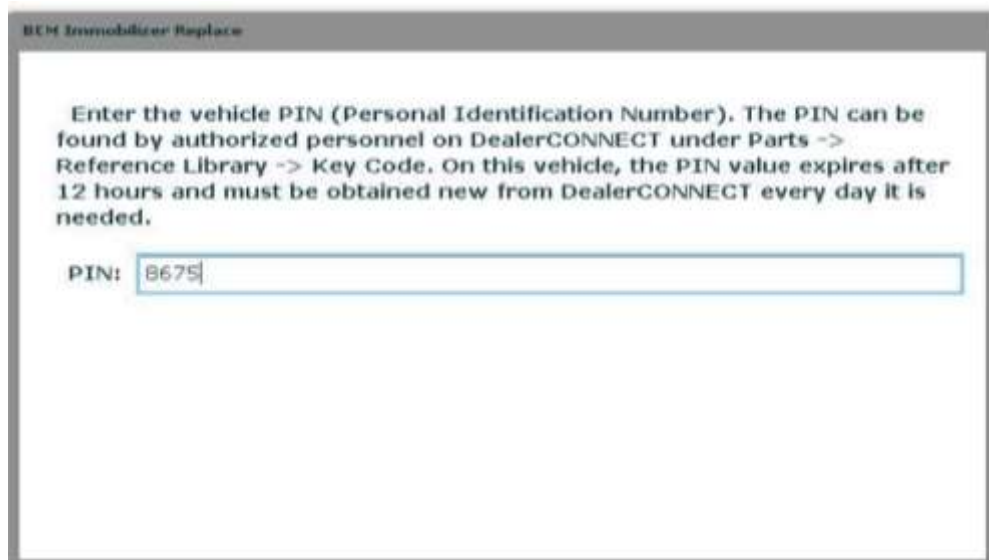
Discussion:

Each vehicle requires a security PIN for secure key programming. The key programming PIN, can be obtained through DealerConnect, Service, Repair Information, KeyCode or Tech Authority for any non- dealer applications.

The newer vehicles security encrypted Key Code PIN can be accessed through any of the above systems and **does change** every time a VIN search is entered, however some vehicles like (DS, WD, WK) still use a fixed PIN style code to date.

On vehicles that use a rolling PIN, the most current retrieved PIN allows programming for a 12hr period or until another search by VIN.

All vehicles that have the new system will get the below warning as shown below.



This document does not authorize warranty repairs. This communication documents a record of past experiences. STAR Center 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.