

The doors do not lock or unlock using the keyless entry keypad	Refer to the Pinpoint Test	GO to Pinpoint Test O
The keyless entry keypad illumination is inoperative	Refer to the Pinpoint Test	GO to Pinpoint Test P
The keyless entry keypad illumination is always on	Refer to the Pinpoint Test	GO to Pinpoint Test Q
The RKE transmitter is inoperative	Refer to the Pinpoint Test	GO to Pinpoint Test R
An individual button/feature is inoperative from the RKE transmitter	Refer to the Pinpoint Test	GO to Pinpoint Test S
The RKE transmitter has poor range performance	Refer to the Pinpoint Test	GO to Pinpoint Test T
The remote start feature is inoperative	Refer to the Pinpoint Test	GO to Pinpoint Test U
The remote start feature operates, but the remote start feedback LED is inoperative	Passive key	DISCARD the suspect passive key. PROGRAM a new passive key. REFER to: Anti-Theft Security Access .
The memory seat does not operate using the RKE transmitter	RKE transmitter not programmed to the memory seat	Program the RKE transmitter to the desired memory button. REFER to the Memory Function in the Owner's Literature.
The smart unlock is inoperative	Refer to the Pinpoint Test	For vehicles not equipped with push button start, DIAGNOSE the key-in-ignition warning chime. REFER to: Instrumentation, Message Center and Warning Chimes . For vehicles equipped with push button start, DIAGNOSE the passive key not starting the vehicle from various areas within the interior of the vehicle. REFER to: Passive Anti-Theft System (PATS) .
The 2-stage door unlocking does not operate correctly	The 2-stage door unlocking is disabled	ENABLE the 2-stage door unlocking. REFER to: Staged Unlock Programming .
A door passive entry feature is inoperative	Refer to the Pinpoint Test	GO to Pinpoint Test V
The tailgate passive entry feature is inoperative	Refer to the Pinpoint Test	GO to Pinpoint Test W

DIAGNOSIS AND TESTING > LOCKS, LATCHES AND ENTRY SYSTEMS > PINPOINT TESTS > PINPOINT TEST A : HARD TO OPEN OR CLOSE A DOOR FROM EITHER DOOR HANDLE