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Remote Keyless Entry - Inoperative - Diagnostic Service Tips	Article No. 97-13-10
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FORD:

1997 THUNDERBIRD

LINCOLN-MERCURY:

1997 COUGAR

ISSUE:

Some inoperative Remote Keyless Entry (RKE) transmitters and/or missing RKE transmitters may be replaced unnecessarily. Some transmitters are not being checked for low batteries and missing transmitters are not being found in the vehicle.

ACTION:

Refer to the following text to aide in diagnosing and to aide in locating the transmitters when the vehicle is delivered to the dealership.

DIAGNOSIS PROCEDURE

1. Refer to Page 01-14B-4 of the 1997 Thunderbird/Cougar Service Manual and follow the Visual Inspection Chart along with checking the transmitter battery voltage.
2. When performing Test Step A1, Action is as follows:
 - a. YES - Go to A2.
 - b. NO - Perform Pinpoint Test B and refer to Section 01-14A.

MISSING RKE TRANSMITTERS

Before providing new RKE transmitters, verify the transmitters were not left attached to the remote keyless entry module. If the RKE transmitter is attached to the module, programming is not required. The transmitters are pre-programmed.

LOST/MISSING RKE TRANSMITTERS

Dealers are advised to leave the RKE transmitters with the customer unless needed for service. This will reduce the potential for lost or mixed transmitters at the dealerships.

OTHER APPLICABLE ARTICLES: NONE

WARRANTY STATUS: INFORMATION ONLY

OASIS CODES: 112000, 205000
