

Information for Ford & Lincoln Owners

In recent years, Ford Motor Company has manufactured vehicles with a keypad entry system located on the driver door. Owners can enter a passcode on this keypad to lock and unlock their vehicles. Older models featured a keypad made out of beveled plastic and rubber buttons; new models feature an electronic keypad on the B-pillar of the driver door (see pictured).



This feature is implemented on all Lincolns and most Ford models; exceptions include Ford trucks (which use the older design), C-Max, Fiesta, and Focus models (which lack this feature).

While innovative, this design poses a significant problem for Buckeye Auto Spa when washing vehicles with this feature. This problem mostly occurs in vehicles that have this feature AND come equipped with a push-button start and a keyless remote (both pictured below). It effects vehicles with regular keyed ignitions although less frequently.



The problem occurs whenever the key fob is left inside the vehicle and the vehicle is sent through our car wash. When the brushes touch the outside of the vehicle, they also touch the keypad. The keypad is sensitive and even the lightest touch from our brushes activates the keypad. The vehicle security system thinks that someone is trying to guess the passcode and gain access to the vehicle. It responds by LOCKING THE CAR with your keys in it!

At other car washes, this is not a problem as the customer remains in their vehicle and rides through the car wash. As a full service car wash, all customers are required to exit their vehicles.

There is a way to prevent this! Once our salesperson has given you a sales ticket, simply leave your vehicle running, your driver door open, and take your key fob with you.

As long as you follow these instructions, your vehicle will not (1) get locked while going through the car wash and (2) not turn off .