CHRYSLER
Jeep
RAM
SERVICE BULLETIN

NUMBER: 08-110-14

GROUP: Electrical

DATE: December 10, 2014

HELP USING THE wiTECH DIAGNOSTIC APPLICATION FOR FLASHING AN ECU IS AVAILABLE BY SELECTING "HELP" THEN "HELP CONTENTS" AT THE TOP OF THE wiTECH DIAGNOSTIC APPLICATION WINDOW.

THE wiTECH SOFTWARE LEVEL MUST BE AT 15.02 OR HIGHER TO PERFORM THIS PROCEDURE.

SUBJECT:
Flash: Unresponsive Remote Entry Transmitter Integrated Key Frequency Operated Button (FOB)

OVERVIEW:
This bulletin involves updating the Passive Entry Module (PEM) with new software.

MODELS:

2011 - 2013	(WD)	Dodge Durango

NOTE: This Service Bulletin applies to vehicles built on or before September 30, 2013 (MDH 0930XX) equipped with Remote Proximity Keyless Entry (sales code GXD) plus Keyless Go (sales code GX4).

SYMPTOM/CONDITION:
Customers may experience an unresponsive remote entry transmitter integrated key FOB.

DIAGNOSIS:
Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in TechCONNECT, verify no DTCs are set. If DTCs are present, record them on the repair order and repair as necessary before proceeding further with this bulletin.

If the customer describes the symptom/condition, perform the Repair Procedure.

REPAIR PROCEDURE:
1. Open and close the key FOB case to reset the power. Refer to the detailed service procedures available in DealerCONNECT> TechCONNECT under: Service Info> 08 - Electrical> 8N - Power Systems> Power Locks> TRANSMITTER, Integrated Key FOB> Standard Procedure> BATTERY REPLACEMENT.
2. Test both the door lock/unlock and remote start functions to verify that the key FOB is operating properly.

3. Did the key FOB door lock/unlock and remote start functions become functional again?
    a. YES>>> Continue with the Repair Procedure.
    b. NO>>> This bulletin does not apply. Further diagnosis is required.

NOTE: Install a battery charger to ensure battery voltage does not drop below 13.2 volts. Do not allow the charging voltage to climb above 13.5 volts during the flash process.

NOTE: If this flash process is interrupted/aborted, the flash should be restarted.

4. Reprogram the PEM with the latest software. Detailed instructions for flashing control modules using the wiTECH Diagnostic Application are available by selecting the "HELP" tab on the upper portion of the wiTECH window, then "HELP CONTENTS." This will open the Welcome to wiTECH Help screen where help topics can be selected.
5. After PEM reprogramming, Clear any DTCs that may have been set in any modules due to reprogramming. The wiTECH application will automatically present all DTCs after the flash and allow the DTCs to be cleared.

POLICY:
Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
18-19-44-92	Open/Close Key FOB Case And Test Functionality, Reprogram PEM (0 - Low Skilled)	6 - Electrical and Body Systems	0.2 Hrs.

NOTE: The expected completion time for the flash download portion of this procedure is approximately 2 minutes. Actual flash download times may be affected by vehicle connection and network capabilities.

FAILURE CODE:

FM	Flash Module