



**NUMBER:** 08-105-15

**GROUP:** Electrical

**DATE:** November 03, 2015

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**THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 15-103. ALL APPLICABLE SOLD AND UN-SOLD RRT VIN'S HAVE BEEN LOADED. TO VERIFY THAT THIS RRT SERVICE ACTION IS APPLICABLE TO THE VEHICLE, USE VIP OR PERFORM A VIN SEARCH IN TECHCONNECT. ALL REPAIRS ARE REIMBURSABLE WITHIN THE PROVISIONS OF WARRANTY.**

***SUBJECT:***

Remote Start Is Inoperative, Remote Start Cancelled Hood Open Message Displayed In EVIC

***OVERVIEW:***

This bulletin involves adjusting the hood latch.

***MODELS:***

2015 - 2016	(DS)	Ram 1500 Pickup
2015 - 2016	(DX)	Ram Truck (Mexico)

**NOTE: This bulletin applies to vehicles within the following markets/countries:  
NAFTA**

**NOTE: This bulletin applies to vehicles built on or after August 05, 2015 (MDH 0805XX) and on or before September 13, 2015 (MDH 0913XX) equipped with Remote Start System (sales code XBM).**

***SYMPTOM/CONDITION:***

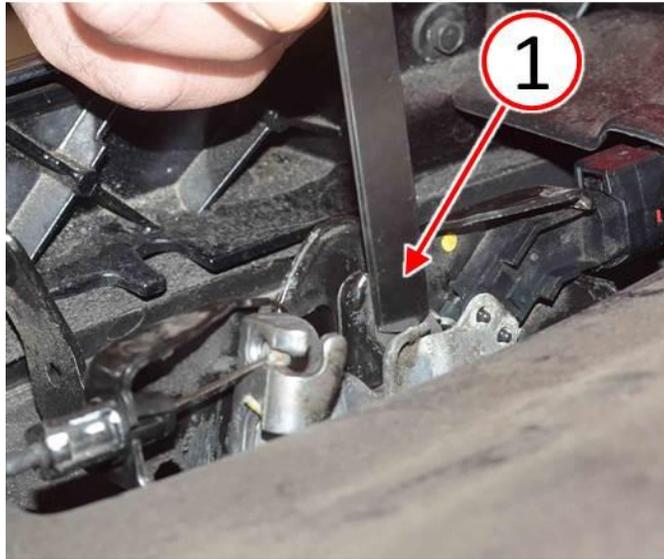
The customer may describe that the remote start is inoperative with Electronic Vehicle Information Center (EVIC) message displayed, "Remote Start Cancelled Hood Open".

***DIAGNOSIS:***

If a customer's VIN is listed in VIP or your RRT VIN list, perform the repair. For all other customers that describe the symptom/condition listed above, perform the Repair Procedure.

***REPAIR PROCEDURE:***

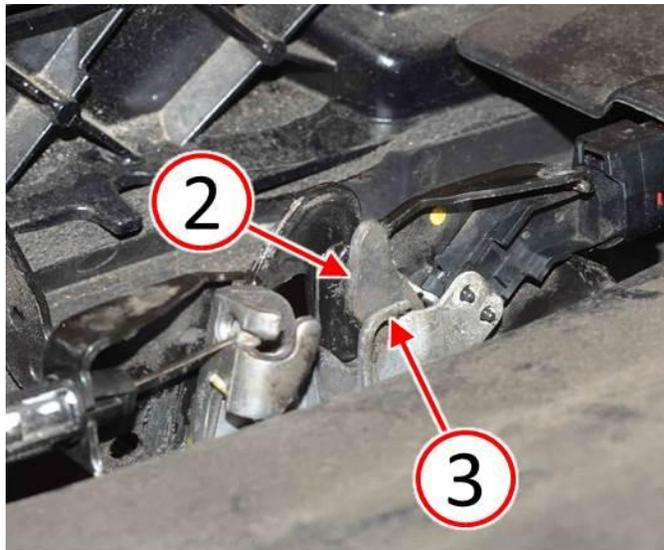
1. Using a feeler gauge (1) set to 2 mm (0.08 in.) (Fig. 1), measure the clearance between the latch ratchet (2) and the latch cover plate (3) (Fig. 2).



**Fig. 1 Measure Hood Latch Ratchet to Latch Cover Plate Clearance**

1 - Feeler Gauge

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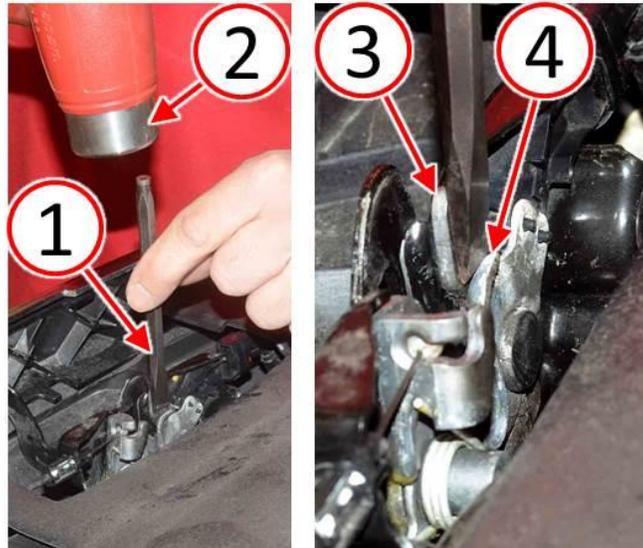
**Fig. 2 Hood Latch Ratchet and Latch Cover Plate**

2 - Latch Ratchet

3 - Latch Cover Plate

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2. Is the clearance 2 mm (0.08 in.) or greater?
  - a. YES>>> This bulletin has been completed. Use LOP (23-41-45-92) to close the active RRT. If the remote start is inoperative, normal diagnosis should be performed.
  - b. NO>>> Continue with the Repair Procedure [Step #3](#).
3. Using an appropriate tool (1), increase the clearance between the latch ratchet (3) and the latch cover plate (4) until 2 mm to 3 mm (0.08 in. to 0.12 in.) of clearance is achieved ([Fig. 3](#)).



**Fig. 3 Adjust Hood Latch Ratchet to Latch Cover Plate Clearance**

- 1 - Small Chisel
- 2 - Hammer
- 3 - Latch Ratchet
- 4 - Latch Cover Plate

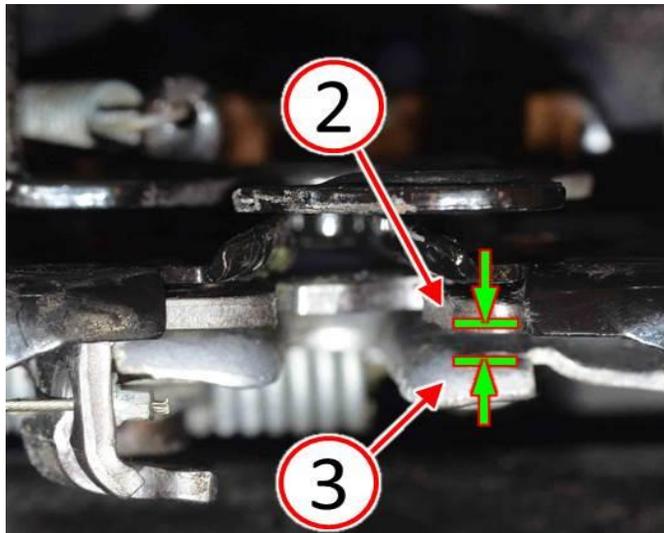
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4. Using a feeler gauge (1) ([Fig. 4](#)), verify the clearance between the latch ratchet (2) and the latch cover plate (3) is between 2 mm to 3 mm (0.08 in. to 0.12 in.) ([Fig. 5](#)).



**Fig. 4 Measure Hood Latch Ratchet to Latch Cover Plate Clearance**

1 - Feeler Gauge

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**Fig. 5 Hood Latch Ratchet and Latch Cover Plate Clearance**

2 - Latch Ratchet

3 - Latch Cover Plate

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5. Verify that the remote start operates properly. If the remote start is still inoperative, normal diagnosis should be performed.

**POLICY:**

Reimbursable within the provisions of the warranty.

**TIME ALLOWANCE:**

<b>Labor Operation No:</b>	<b>Description</b>	<b>Skill Category</b>	<b>Amount</b>
23-41-45-92	Inspect and/or Adjust Hood Latch (1 - Semi-Skilled)	6 - Electrical and Body Systems	0.2 Hrs.

**FAILURE CODE:**

ZZ	Service Action
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