



February 2015

Dealer Service Instructions for:

Customer Satisfaction Notification P29 Reprogram Radio Frequency Hub Module

Models

2013 (DS) RAM Truck (1500 series)

*NOTE: This notification applies only to the above vehicles equipped with Sentry Key Theft Deterrent System (sales code **GXX**) minus Remote Keyless Entry (sales code **GXM**), built from June 21, 2012 through July 27, 2013 (MDH 062113 through 072705).*

IMPORTANT: Some of the involved vehicles may be in dealer used vehicle inventory. Dealers should complete this repair on these vehicles before retail delivery. Dealers should also perform this repair on vehicles in for service. Involved vehicles can be determined by using the VIP inquiry process.

Subject

The Radio Frequency Hub Module on about 5,800 of the above vehicles may contain software that does not recognize the SKIM key internal memory. This causes the Radio Frequency HUB to no longer authenticate the key as belonging to the vehicle and, therefore, the SKIM key will not start the vehicle.

Repair

The Radio Frequency Hub Module must be reprogrammed with new software and the SKIM key(s) must be reprogrammed to it.

Service Procedure

Reprogram the Radio Frequency Hub Module:

NOTE: All SKIM keys that the customer uses for this vehicle must be brought in at the time of service to complete the repair.

NOTE: wiTECH must be used to perform this recall. This procedure must be performed with software release level 15.02 or higher. If the reprogramming flash for the Radio Frequency Hub module is aborted or interrupted, repeat the procedure.

1. Open the hood. Install a battery charger and verify that the charging rate provides 13.0 to 13.5 volts. Do not allow the charger to time out during the flash process. Set the battery charger timer (if so equipped) to continuous charge.

NOTE: Use an accurate stand-alone voltmeter. The battery charger volt meter may not be sufficiently accurate. Voltages outside of the specified range will cause an unsuccessful flash. If voltage reading is too high, apply an electrical load by activating the park or headlamps and/or HVAC blower motor to lower the voltage.

2. Connect the wiTECH VCI pod to the vehicle data link connector.
3. Using one of customer supplied SKIM keys, place the ignition in the “**RUN**” position.
4. Open the wiTECH Diagnostic application.
5. Starting at the “**Select Tool**” screen, highlight the row/tool for the wiPOD device you are using. Then select “**Next**” at bottom right side of the screen.
6. Enter your “**User id**” and “**Password**”, then select “**Finish**” at the bottom of the screen.
7. From the “**Vehicle View**” screen, click on the “**RFH**” icon.

Service Procedure (Continued)

8. From the “**RFH View**” screen, compare the “**Current ECU Flash Number**” with the “**New Part Number**” listed on the “**sort table**”. If the “**Current ECU Flash Number**” is the same as the “**New Part Number**” continue to Step 15. If the part numbers are not the same, continue to Step 9.
9. With the cursor over the desired flash file, click the small green arrow button on the right side of the screen.
10. From the “**ECU Flash**” screen follow the wiTECH screen instructions to complete the flash.
11. Once the flash is complete click the “**OK**” button on the “**ECU Flash**” screen.
12. Select the “**Clear DTC’s**” button and clear all Diagnostic Trouble Codes (DTC’s).
13. From the “**RFH View**” screen, compare the “**Current ECU Flash Number**” with the “**New Part Number**” listed on the “**sort table**”. If the “**Current ECU Flash Number**” is the same as the “**New Part Number**” the flash is complete, continue to step 14. If the part numbers are not the same, repeat Steps 7 through 13.
14. Use the following steps to run the wiTECH key locking procedure:
 - a. Using one of the customer supplied SKIM keys, assure the key is still in the “**RUN**” position.
 - b. From the “**RFH View**” screen select the “**Misc Functions**” tab.
 - c. Highlight the “**Lock Ignition FOBs**” row and click on the green arrow to start the process.

Service Procedure (Continued)

- d. Follow the screen prompts to complete the key locking procedure.

NOTE: When prompted to place the ignition in the **LOCK** state, turn the ignition key to the “**OFF**” position (Figure 1).

NOTE: When the first ignition key is locked successfully close the screen prompt window (Figure 2).

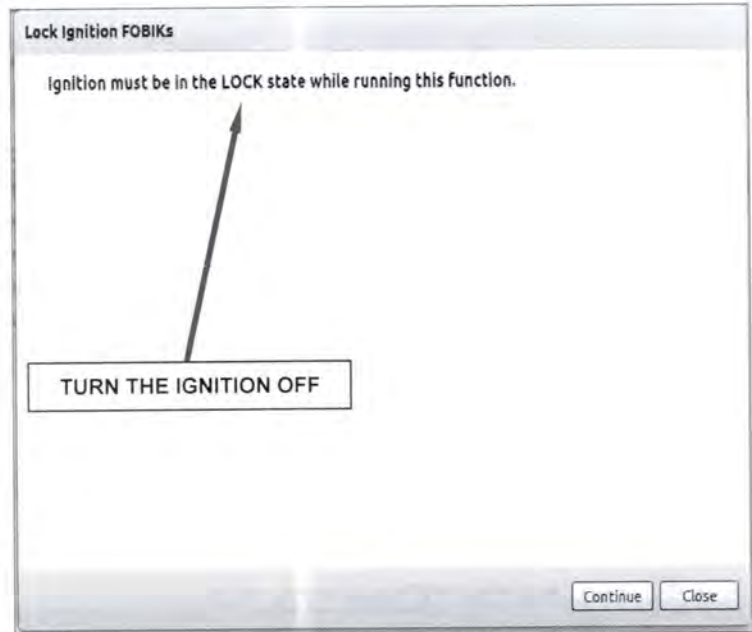


Figure 1 – Ignition LOCK State

- e. Repeat Steps a through d for all remaining customer SKIM keys.
15. Select the “**Clear DTC’s**” button and clear all Diagnostic Trouble Codes (DTC’s).

NOTE: Start the car with each key and let it run for 5 seconds to ensure the SKIM keys are successfully programed.

16. Turn the ignition to the “**OFF**” position, remove the wiPOD and battery charger from the vehicle and then close the hood.
17. Return the vehicle to the customer.

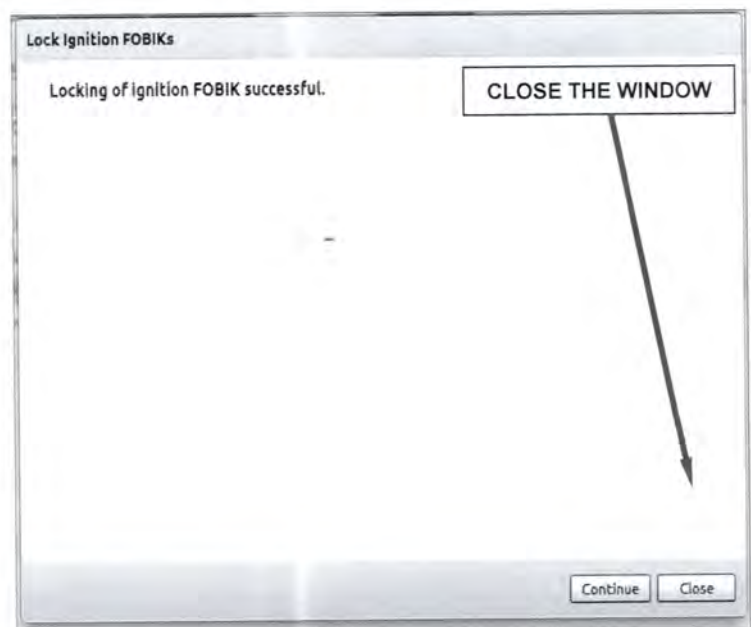


Figure 2 – Close Screen Prompt Window

Completion Reporting and Reimbursement

Claims for vehicles that have been serviced must be submitted on the DealerCONNECT Claim Entry Screen located on the Service tab. Claims submitted will be used by FCA US LLC to record Customer Satisfaction Notification service completions and provide dealer payments.

Use one of the following labor operation numbers and time allowances:

	Labor Operation Number	Time Allowance
Radio Frequency Hub Module update previously performed	18-P2-91-81	0.2 hours
Reprogram Radio Frequency Hub Module and Key Lock procedure	18-P2-91-82	0.2 hours

Add the cost of the parts package plus applicable dealer allowance to your claim.

NOTE: See the Warranty Administration Manual, Recall Claim Processing Section, for complete claim processing instructions.

Dealer Notification

To view this notification on DealerCONNECT, select "Global Recall System" on the Service tab, then click on the description of this notification.

Owner Notification and Service Scheduling

All involved vehicle owners known to FCA US LLC are being notified of the service requirement by mail. They are requested to schedule appointments for this service with their dealers. A generic copy of the owner letter is attached.

Enclosed with each owner letter is an Owner Notification postcard to allow owners to update our records if applicable.

Vehicle Lists, Global Recall System, VIP and Dealer Follow Up

All involved vehicles have been entered into the DealerCONNECT Global Recall System (GRS) and Vehicle Information Plus (VIP) for dealer inquiry as needed.

GRS provides involved dealers with an updated VIN list of their incomplete vehicles. The owner's name, address and phone number are listed if known. Completed vehicles are removed from GRS within several days of repair claim submission.

To use this system, click on the "**Service**" tab and then click on "**Global Recall System.**" Your dealer's VIN list for each recall displayed can be sorted by: those vehicles that were unsold at recall launch, those with a phone number, city, zip code, or VIN sequence.

Dealers should perform this repair on all unsold vehicles before retail delivery. Dealers should also use the VIN list to follow up with all owners to schedule appointments for this repair.

VIN lists may contain confidential, restricted owner name and address information that was obtained from the Department of Motor Vehicles of various states. Use of this information is permitted for this notification only and is strictly prohibited from all other use.

Additional Information

If you have any questions or need assistance in completing this action, please contact your Service and Parts District Manager.

Customer Service / Field Operations
FCA US LLC

CUSTOMER SATISFACTION NOTIFICATION

P29

Dear: (Name)

At FCA US LLC, we recognize that the success of our business depends on the satisfaction of our customers. We are constantly monitoring the quality of our products and looking for opportunities to improve our vehicles even after they are sold. Because your long-term satisfaction is important to us, we are contacting you on important improvements we would like to make to your vehicle. This will be done at no charge to you.

We are recommending the following improvements be performed on certain **2013 model year RAM trucks equipped with a Sentry Key Theft Deterrent System and a SKIM Key (without remote keyless entry).**

Recommended Service: **The Radio Frequency Hub Module on your truck (VIN: xxxxxxxxxxxxxxxxx) may contain software that occasionally does not recognize the SKIM key internal memory. This causes the Radio Frequency HUB to no longer authenticate the key as belonging to the vehicle and, therefore, the SKIM key will not start the vehicle.**

What your dealer will do: **FCA will service your vehicle free of charge.** To do this, your dealer will reprogram the Radio Frequency Hub Module with new software and reprogram the existing SKIM key(s). The work will take about 1/2 hour to complete. However, additional time may be necessary depending on service schedules. We recommend that you make an appointment with your dealer to minimize your inconvenience.

What you should do: Simply **contact your Chrysler, Jeep, or Dodge dealer**, at your convenience, to schedule a service appointment. Your dealer will collect the necessary information to ensure that the appropriate parts are available so your service can be completed in a timely manner. **All SKIM keys that the customer uses for this vehicle must be brought in at the time of service to complete the procedure.** Although not required, we recommend bringing this letter with you to your dealer, when you bring your vehicle in for this service.

If you need help: Please contact the FCA US Customer Assistance Center at either **recalls.mopar.com** or 1-800-853-1403.

If you have already experienced this specific condition and have paid to have it repaired, please send your original receipts and/or other adequate proof of payment to the following address for reimbursement: FCA US Customer Assistance, P.O. Box 21-8007, Auburn Hills, MI 48321-8007, Attention: Reimbursement. Once we receive and verify the required documents, reimbursement will be sent to you within 60 days.

Please help us update our records by filling out the attached prepaid postcard, if any of the conditions listed on the card apply to your vehicle. If you have further questions go to **recalls.mopar.com**.

We apologize for any inconvenience this service may cause to your schedule. Moving forward we are committed to providing our customers with world class quality products, ensuring that you have a positive dealership experience and following up on any issues and concerns that you may have in a timely manner through our Customer Assistance Center.

Sincerely,
Customer Service / Field Operations
FCA US LLC