



NUMBER: 08-049-19

GROUP: 08 - Electrical

DATE: May 15, 2019

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This Service Bulletin is also being released as Rapid Response Transmittal (RRT) 19-041, dated May 15, 2019. All applicable Sold and Un-Sold RRT VINs have been loaded. To verify this RRT service action is applicable to the vehicle, use VIP or perform a VIN search in DealerCONNECT/Service Library. All repairs are reimbursable within the provisions of warranty.

SUBJECT:

Panic Button on FOB/K Inoperable

OVERVIEW:

This bulletin involves re-configuring the BCM to turn on the panic button.

MODELS:

2019 (WD) Dodge Durango

NOTE: This bulletin applies to vehicles within the following markets/countries: EMEA.

NOTE: This bulletin applies to vehicles built on or before March 04, 2019 (MDH 0304XX).

SYMPTOM/CONDITION:

Customers may comment on the following:

- The panic button on the FOB/K does not work.

DIAGNOSIS:

Using a scan tool (wiTECH) with the appropriate Diagnostic Procedures available in DealerCONNECT/Service Library, verify no Diagnostic Trouble Codes (DTCs) are set. If DTCs are present, record them on the repair order and repair as necessary before proceeding further with this bulletin.

If a customer's VIN is listed in VIP or your RRT VIN list, perform the repair. If any vehicle not on the VIN list exhibits the symptom/condition, perform the inspection.

INSPECTION:

1. Verify if the panic button works on the FOB/K.
2. Did the horn sound when the button was pressed?
 - YES>>> This bulletin has been completed, use inspect LOP (18-19-02-EH) to close the active RRT.
 - NO>>> Perform Vehicle Configuration. Procedure to [Step 1](#) of the Repair Procedure.

REPAIR PROCEDURE:

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 repair procedure.

1. Using wiTECH, under the "Activities Menu", go to "Guided Diagnostics" and perform "Restore Vehicle Configuration".
2. Using wiTECH, clear any DTCs which may have been set during the reconfiguration.
3. Press the panic button. Did the horn sound when the button was pressed?
 - YES>>> This bulletin has been completed, use inspect and Configuration LOP (18-19-02-EJ) to close the active RRT.
 - NO>>> Perform Normal Diagnostic.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
18-19-02-EH	Module, Body Control (BCM) - Inspect (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
18-19-02-EJ	Module, Body Control (BCM) Inspect and Restore Vehicle Configuration (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.

FAILURE CODE:

The dealer must choose which failure code to use depending on if this is a Rapid Response Transmittal (RRT) or Service Bulletin.

- The "RF" failure code is required for essential module flash/reprogramming and can only be used after confirmation that the VIN is included on the RRT.
- The failure code "RF" (Required Flash) can no longer be used on Service Bulletin flashes. **The "RF" failure code must be used on an RRT.**
- If the customer's concern matches the SYMPTOM/CONDITION identified in the Service Bulletin, failure code CC is to be used. When utilizing this failure code, the 3C's must be supplied.

RF	Required Flash - RRT
CC	Customer Concern