



**NUMBER:** 08-020-20

**GROUP:** 08 - Electrical

**DATE:** February 8, 2020

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**SUBJECT:**

Body Control Module (BCM) Reconfigure for Enabling the Auto-On Comfort Settings

**OVERVIEW:**

This bulletin involves reconfiguring the BCM and possibly a radio reset, to enable the auto-on comfort settings.

**MODELS:**

2019 - 2020	(DD)	RAM 3500 Cab Chassis
2019 - 2020	(DF)	RAM 3500 <10K Cab Chassis
2019 - 2020	(DJ)	RAM 2500 Pickup
2019 - 2020	(DP)	RAM 4500/5500 Cab Chassis

**NOTE:** This bulletin applies to vehicles within the following markets/countries: North America, APAC, EMEA and LATAM.

**NOTE:** This bulletin applies to the following vehicles built on or before January 24, 2020 (MDH 0124XX) equipped with Ventilated Front Seats (Sales Code CAJ), Heated Steering Wheel (Sales Code NHS) or Heated Front Seats (Sales Code JPM) and without Remote Start System (Sales Code XBM).

**SYMPTOM/CONDITION:**

Customers may comment on one or more of the following:

- If below 4 °C (40 °F), the heated seats or heated steering wheel turn on by themselves.
- If above 26 °C (80 °F), the vented seats turn on by themselves.
- Cannot turn off the auto-on comfort feature.

**NOTE:** With the symptom/condition listed above, there's no setting in the radio to turn the auto-on comfort feature off.

**DIAGNOSIS:**

Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in DealerCONNECT/Service Library, verify all related systems are functioning as designed. If Diagnostic Trouble Codes (DTCs) or symptom conditions, other than the ones listed above are present, record the issues on the repair order and repair as necessary before proceeding further with this bulletin.

If the customer describes the symptom/condition listed above, perform 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 flash process.**

1. Is the vehicle equipped **with Remote Start System (Sales Code XBM)**?
  - YES>>> This bulletin does not apply. Normal diagnosis should be performed.
  - NO>>> Proceed to [Step 2](#) of the Repair Procedure.
2. Place the ignition in the run position.
3. Using wiTECH, perform a restore vehicle configuration, under “Activities” menu and “Guided Diagnostic” tab.
4. Place the ignition in the off position, disconnect the wiTECH Micropod and open and close the driver door. This will allow all modules to go to sleep and should take about one minute.
5. Clear all DTCs that may have been set in any module due to reprogramming.
6. Verify the “Auto-On Comfort” feature by going into the radio “Settings>Auto-On Comfort”.
7. Is there a setting with single check mark to enable or disable the “Auto-On Comfort” feature ([Fig. 1](#)) ?
  - YES>>> This bulletin has been completed, use LOP (18-19-02-FC) to close the bulletin.
  - NO>>> Proceed to step [Step 8](#) of the Repair Procedure.



**Fig. 1**  
**Auto-On Comfort Screen**

8. Perform a **radio reset** using wiTECH which can be found in “Guided Diagnostics/Reset ECU”.
9. Place the ignition in the off position, disconnect the wiTECH MicroPod and open and close the driver door. This will allow all modules to go to sleep and should take about one minute.
10. Verify the “Auto-On Comfort” feature by going into the radio “Settings>Auto-On Comfort”.
11. Is there a setting with single check mark to enable or disable the “Auto-On Comfort” feature ([Fig. 1](#)) ?
  - YES>>> This bulletin has been completed, use LOP (18-19-02-FD) to close the bulletin.
  - NO>>> Further diagnosis should be performed.

**POLICY:**

Reimbursable within the provisions of the warranty.

**TIME ALLOWANCE:**

Labor Operation No:	Description	Skill Category	Amount
18-19-02-FC	Module, Body Control (BCM) - Restore Vehicle Configuration (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
18-19-02-FD	Module, Body Control (BCM) - Restore Vehicle Configuration, Includes ECU Hard Reset (0 - Introduction)	6 - Electrical and Body Systems	0.3 Hrs.

**FAILURE CODE:**

The dealer must use failure code CC with this Service Bulletin.

- 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 (customer’s concern, cause and correction) must be provided for processing Service Bulletin flash/reprogramming conditions.

CC	Customer Concern
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