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GROUP: 08 - Electrical

DATE: April 24, 2021

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This bulletin supersedes Technical Service Bulletin (TSB) 08-052-21, date of issue March 26, 2021, which should be removed from your files. All revisions are highlighted with **asterisks**** and include updated sales codes.**

SUBJECT:

Flash: Radio Frequency Hub Module (RF-HUB) Updates

OVERVIEW:

This bulletin involves reprogramming the RF-HUB with the latest software available.

MODELS:

2020 - 2021	(DJ)	RAM 2500 Pickup
2020 - 2021	(D2)	RAM 3500 Pickup
2020 - 2021	(DD)	RAM 3500 Cab Chassis
2020 - 2021	(DF)	RAM 3500 <10K Cab Chassis
2020 - 2021	(DP)	RAM 4500/5500 Cab Chassis
2020 - 2021	(DX)	RAM Truck (Mexico)

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

NOTE: This bulletin applies to vehicles built on or before January 29, 2021 (MDH 0129XX) equipped with **Remote Start System (Sales Code XMB) and Selectable Tire Fill Alert (Sales Code LA5) or Tire Fill Alert (Sales Code LAW)****.**

SYMPTOM/CONDITION:

The customer may experience the following:

- The key fob won't unlock the doors while the vehicle is running and after a remote start.

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.

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

1. Reprogram the RF-HUB with the latest software. Detailed instructions for flashing control modules using the wiTECH Diagnostic Application are available by selecting the application's "HELP" tab.
2. Clear all DTCs that may have been set in any module due to reprogramming. The wiTECH application will automatically present all DTCs after the flash and allow them to be cleared.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
18-19-12-9T	Module, Radio Frequency Hub (RF-HUB) - Reprogram (0 - Introduction)	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:

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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