



STAR ONLINE PUBLICATION



Case Number: S2108000203

Release Date: August 2021

Symptom/Vehicle Issue: Remote Start Does Not Function, No Response

Customer Complaint/Technician Observation: Owner indicates the remote start RKE fobs, separate from the keys, illuminate when the button is pressed, however there is no response from the vehicle to start. Technician has tested and verified the RKE fobs do have a good signal strength, just no vehicle response to the signal.

Discussion: The remote start is a Mopar approved, factory installed feature, sales code (JLJ). The remote start system is a self-contained system and is not visible on the vehicles BUS system. The remote start module requires programming to the vehicle for its internal PCB that gets programmed to the vehicle like a key. The transmitters to the system require an added programming to the remote start module. Use the below procedures as required to complete the required programming Pg 1-2.

Programming module to vehicle:



REMOTE START PROGRAMMING PROCEDURE

BE SURE HOOD IS CLOSED.

If the wrong key code is entered three times in a row it will lock out the BCM for a period of 24 hours.

DO NOT at any point during the procedure hit the CLOSE button, always hit CONTINUE until procedure says it is completed successfully and it is now safe to turn off hazards. Hitting the CLOSE button will cause the routine to end without learning the key.

1. Obtain security pin for the vehicle.
 2. Insert a key (already programmed if possible) into the ignition to start the process.
 3. Turn the ignition to the run position and connect to the vehicle using the scan tool.
 4. Select "BCM" from the topology view and then the "Misc Functions" tab.
 5. Select "Program Additional Keys" then "Continue".
 6. Follow the WiTech prompts. When asked if the ignition key has been inserted into the ignition, turn key off and remove from ignition cylinder.
 7. Press the programming button on the remote start one time. Press the remote start fob two times to activate the remote start.
 8. Once the vehicle powers up, but is not running, select "Continue" in WiTech.
 9. Allow the programming to complete. You should see "Program Key Successfully."
 10. Press the vehicle brake pedal and allow the remote start to power down. Remote start should now be programmed.
- NOTE: Program all original keys prior to programming Remote Start FOB. Be sure to remove the last original key from the ignition before programming Remote Start FOB.**
- NOTE: If at any point the customer needs a BCM replacement, the keys should be already programmed to the BCM. If the vehicle exhibits a start and stall situation after the BCM is replaced the keys may need to be reprogrammed using the Program Ignition Keys procedure in the scan tool.**
11. Erase all Diagnostic Fault Codes (DTCs) at this time and verify proper operation.

This document does not authorize warranty repairs. This communication documents a record of past experiences. STAR Online does not provide any conclusions about what is wrong with the vehicle. Rather, it captures all previous cases known that appear to be similar or related to the vehicle symptom / condition. You are the expert, and you are responsible for deciding on the appropriate course of action.

Contact STAR Center, or your Technical Assistance Center Via TechCONNECT or eCONTACT ticket if no solution is found



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Programming Transmitters to the Remote start module:

Remote Start Transmitter Programming

Remote Start FOB's are pre-programmed to the remote start. If additional Remote Start transmitter's are needed, follow the programming procedure below.

Up to 8 Remote Start transmitter's can be programmed to the remote start module.

1. Make sure the vehicle battery is connected.
2. Close the hood.
3. Turn the ignition to the "on" position.
4. Depress and hold down the brake pedal.
5. Press and hold the programming button. After 10 seconds the horn will chirp and the lights will flash 3 times indicating the system is now in Remote Start transmitter learn mode.
6. Release the brake pedal and programming button.
7. Press the start button on Remote Start transmitter to be programmed. The horn will chirp and the lights will flash 1 time indicating that the transmitter has been learned.
8. Repeat step 7 for additional remote start transmitter's.
9. Turn the ignition to the "off" position to exit Remote Start transmitter programming mode.

Warranty

For warranty information refer to www.mopar.com under the warranty statement for additional details.

Connector pin-outs for power and ground inspections.

CAV	WIRE #	NAME	CIRCUIT DESCRIPTION	GA	COLOR	FUNCTION
1	---	---	STARTER 2 OUTPUT	---	---	
2	104	ACC	ACCESSORY OUTPUT	14	GY	
3	102	B2	BATTERY 2 INPUT	12	RD	
4	243	IGN2	IGNITION 2 OUTPUT	14	BL	
5	244	B1	BATTERY 1 INPUT	12	RD	
6	248	ST-1	START / CRANK OUTPUT	14	BN	
7	---	---	STARTER IN / KEY SIDE	---	---	
8	247	IGN	IGN INPUT / OUTPUT	14	DR	

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