



STAR ONLINE PUBLICATION



Case Number: S2108000159

Release Date: June 2021

Symptom/Vehicle Issue: New Vehicle, Lost Or No Keys When Delivered, Unable To Program A Key

Owner Complaint/Technician Observation: Complaint is the vehicle cannot be started, no keys programmed to the vehicle. Technician observation, when attempting to program a replacement key on a vehicle that has no original keys, all keys lost, the tool response may be "The Electronic ID Unlock Returned From The Data Base Has Failed". The condition can occur when no original keys can be located on newer delivered vehicles or lost in shipping or misplaced.

Repair Procedure: If the below message appears document this on the repair order, replace the RFHub and program new keys to complete. Sample scan report.

VEHICLE SCAN REPORT

Vehicle: 2020 RAM 2500 PICKUP 3.6L V6 HD DUTY HEM MES
VIN: 3C6URRCJ1L0285946
Odometer: 3.6 miles
Publication Date: Feb 25, 2021, 1:26:48 PM

ECU SUMMARY INFO

ECU	NAME	BUS TYPE	FLASH PART #	CURRENT VIN	ORIGINAL VIN	PART #
TCM	Transmission Control Module	CAN-C				
PCM	Powertrain Control Module	CAN-C				
ICE	Integrated Center Stack	CAN-I	88342281AD	3C6URRCJ1L0285946	3C6URRCJ1L0285946	88342281AD
RFH	Radio Frequency Hub	CAN-C	86029664AD	3C6URRCJ1L0285946	3C6URRCJ1L0285946	86029664AD
ABS	Anti Lock Brakes	CAN-C	88504022AA	3C6URRCJ1L0285946	3C6URRCJ1L0285946	88504022AA
ESM	Electronic Shiftter	CAN-C	88368374AE	3C6URRCJ1L0285946	3C6URRCJ1L0285946	88368374AE
DTCM	Drive Train Control Module	CAN-C				
ORC	Occupant Restraint	CAN-C				
ANC	Active Noise Cancellation	CAN-I	88281726AF	3C6URRCJ1L0285946	3C6URRCJ1L0285946	88281726AF
HVAC	Heat, Ventilation and A/C	CAN-I	88493387AB	3C6URRCJ1L0285946	3C6URRCJ1L0285946	88493387AB
DDM	Driver Door Module	CAN-I	88374D91AE	3C6URRCJ1L0285946	3C6URRCJ1L0285946	88374D91AE
PDM	Passenger Door Module	CAN-I	88374D95AG	3C6URRCJ1L0285946	3C6URRCJ1L0285946	88374D95AG
IPC	Instrument Panel Cluster	CAN-C	88437726AC	3C6URRCJ1L0285946	3C6URRCJ1L0285946	88437726AC
SCCM	Steering Column Control Module	CAN-C	88455566AA	????????????????	3C6URRCJ1L0285946	88455566AA
BCM	Body Control Module	CAN-C	88444251AD	3C6URRCJ1L0285946	3C6URRCJ1L0285946	88444251AD
RADIO	Radio	CAN-I	8842881AC		3C6URRCJ1L0285946	8842881AC
ITBM	Integrated Trailer Brake Module	CAN-C				
LBSS	Left Blind Spot Sensor	CAN-I				
RBSS	Right Blind Spot Sensor	CAN-I				
SGW	Security Gateway Module	CAN-C	88455805AB		3C6URRCJ1L0285946	88455805AB
AVS	Active Vibration	CAN-C				

Scan Tool Message

Program Ignition FOBs

The electronic ID unlock returned from the database has failed. If the problem persists contact STAR.

Clear

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