



STAR ONLINE PUBLICATION



Case Number: S2208000122

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Symptom/Vehicle Issue: Remote Start Inoperative

Customer Complaint/Technician Observation: Owner complains, the **remote start** feature is not operating, horn beeps once and the vehicle does not start. Technician observed the horn does beep one time and the vehicle is not starting, no messages or DTC's present.

Discussion: Some vehicles with the remote start system (sales code XBM) may experience an inoperative remote starting system.

Use the scan tool to access the Body Control Module (BCM), perform the "Restore BCM PROXI Configuration", then the "PROXI alignment procedure" to align all the modules within the vehicle. Disconnect the tool and allow a full BUS sleep cycle. Test the system to complete.

2020 RAM PROMASTER 3.6L V6 V.V.T.
3C6URVUG9LE103822

BCM
Body Controller

Flash DTCs Data **Misc Functions** System Tests Actuators Details Configuration

NAME
Collect Immobilizer Data
Program Additional Keys
BCM Replaced
Erase and Program Keys
Exit Shipping Mode
PROXI alignment procedure
Restore BCM PROXI Configuration

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