Case Number: S1808000265   REV. A

Release Date: June 2022

Symptom/Vehicle Issue: Key Programming Process, Key Already Programmed Message, Low Battery Message

Discussion: The key programming procedure starting on MY19 new Ram 1500 (DT) is different from Ram 1500 classic (DS), MY19 DJ, D2 DP, DD.

Example: validate the correct Fobik for New Ram 1500 key programming:

New Ram DT has a panic button at bottom, DJ has **RAM** and the Panic

New Ram DT has an **indicator lamp** – DJ has no indicator.

1. A method to verify if the Fobik belongs to the vehicle is by pressing the fob against the KIN or by pressing the KIN with your finger with only one Fobik inside the vehicle. The cluster should illuminate with the KIN button press and the KIN should move from the off position.

Contact STAR Center, or your Technical Assistance Center Via TechCONNECT or eCONTACT ticket if no solution is found
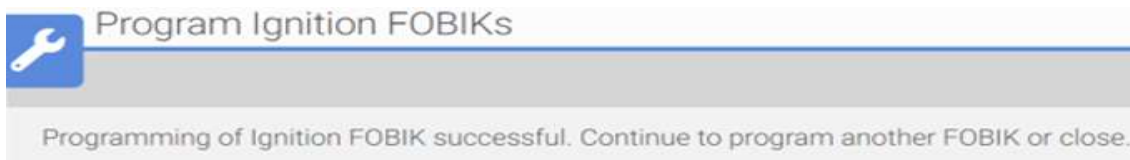
2. Use the scan tool and follow the **Key FOB Identification** process under RFHUB > MISC Functions.

3. Check if the physical metal key is integrated into the Fobik and operates the door lock cylinder; if not, this Fobik may belong to a different vehicle.

4. Check to make sure that the LED indicator on the Fobik blinks on and off whenever you press any button, look for a cluster message indicating a low battery. If the Fobik indicator does not blink or a cluster message appears for a "low battery", replace the Fobik coin battery. After replacing the coin battery verify that the LED indicator light does blink and that the cluster "low battery" message is gone. If it doesn't blink or the message still appears, check the voltage of the new battery before Fobik replacement.

KEY Programming:

failure reason: **Transponder** - Failure: "FOBIK is Not Blank" or "Key Already Programmed" message

1. Check the position of the fob during the programming.

    a. Make sure you use the left front corner of the fob when buttons facing up and turned slightly to the driver's door (see picture moving or turning the Fobik as pictured can improve the pairing process, but it must be held in position until a successful programming message is provided by the scan tool).

Program Ignition FOBIKs

Programming of Ignition FOBIK successful. Continue to program another FOBIK or close.

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.

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b. If vehicle is equipped with remote start antenna, make sure the remote start antenna is connected to RFHUB and has been confirmed as good (compare the resistance values to a known good vehicle). A faulty remote start antenna or connection problem can lead to key fob programming failures: "Fobik is not blank or Key Already Programmed".

c. Check the DTCs for RFH and make sure there is no active DTCs for any Passive Entry Antenna (LF antennas) when programming the key. If observed faults Passive Entry Antenna X - General Electrical Failure (B1A71-01, B1A72-01, B1A73-01, B1A75-01) faults, please address the antenna issue before starting key fob programming.

d. Inspect the vehicle for any aftermarket equipment that may cause interference with programming inside the vehicle or LED lamps on the outside of the vehicle. If all the instruction above were followed and you are still not able to program key, please move the vehicle to a different location and retry the procedure. Sometimes, the environment noise caused by other wireless device can interfere with the key fob programming process.

2. Reset RFHUB diagnostically through wiTECH:

- Select Vehicle from Vehicle Selection screen

- Located the Guided Diagnostics menu item under the Activities tab on the left-hand side of the screen.

- Select the ECU Reset Guided Diagnostic

- Follow the instructions provided by the Guided Diagnostic.

- When prompted select RFH from the ECU list to ensure RFH is reset.

3. Make sure the fob you try to program is blank (if you try to program a new fob to the vehicle). Can be identified with "Key Fob identification" routine in MISC function tab of wiTECH tool.

4. Re-try with known blank fob.

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