

Technical Service Bulletin (TSB)
Flash: Radio Frequency Hub Module (RFHM) Updates

REFERENCE:	TSB: 08-187-24 GROUP: 08 - Electrical	Date:	August 14, 2024	REVISION:	-
VEHICLES AFFECTED:	2023 (DD) RAM 3500 Cab Chassis This bulletin applies to vehicles built on or before October 14, 2024 (MDH 1014XX) equipped with Hard Wired Remote Start (Sales Code XBV) .			MARKET APPLICABILITY:	
				<input checked="" type="checkbox"/> NA	<input type="checkbox"/> MEA
				<input type="checkbox"/> SA	<input type="checkbox"/> IAP
				<input type="checkbox"/> EE	<input type="checkbox"/> CH
CUSTOMER SYMPTOM:	Customers must experience the following:				
	<ul style="list-style-type: none"> Wired Remote Start Stop (WRSS) feature unable to turn off the engine stop/start with the WRSS button. 				
CAUSE:	Wired Remote Start feature (WRS) unable to turn off engine when using the WRS button				

REPAIR SUMMARY:

This bulletin involves updating the RFHM module with the latest available software.

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
18-19-12-AW	Module, Radio Frequency Hub (RFHM) - Reprogram (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
Failure Code	CC	Customer Concern	

The dealer must use failure code CC with this Technical Service Bulletin.

- If the customer's concern matches the SYMPTOM identified in the Technical 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 Technical Service Bulletin flash/reprogramming conditions.

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 above, perform the repair procedure.

SPECIAL TOOLS/EQUIPMENT:

Description	Ref. No.	Notes
wiTECH or Equivalent	-	-

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 RFHM to the latest software level.
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.

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