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Case Number: S2408000070 Rev. E

Release Date: March 2026

Models Affected: 2025-2026 DT RAM 1500

Symptom/Vehicle Issue: Vehicle Does Not Respond to Lock/Unlock Button Presses from The Keyfob and “Key Not Detected” Message is Displayed on the Cluster When Attempting To Start The Vehicle With KIN press, No Start No Crank.

Technician Observation: The vehicle might have been towed into the dealer and technician observed the vehicle does not respond to unlock doors using keyfob (need to use mechanical key in the keyfob to enter the vehicle), message “key not detected” is displayed on the cluster during an attempt to start the vehicle using KIN (Start-Stop) button press and that the vehicle has a no crank, no start. Vehicle may or may not have any Diagnostic Trouble Codes (DTCs). Please follow the repair procedure below Pg 1 and 2.

Note: If the issue is only with vehicle intermittently does not start and cluster message “Key not detected” is displayed; Please check if the vehicle is equipped with Wireless charging pad module (WCPM) PNs 05033398AB and/or 05033399AB (refer TSB: 08-016-25 revision C) DON'T REPLACE RFHM and please call +1(269)910-8405 for further assistance

Repair Procedure: Verify for condition changes after each step.

1. Check for Diagnostic Trouble Codes (DTCs), record.
2. Check if there are any after-market parts/ modules connected to the vehicle or any LED lamps throughout the vehicle, 3rd brake lamp or other; if yes, please disconnect and retest.
3. Remove the passenger side rear seat.
4. Remove the CAB back trim panel behind the passenger side rear eat.
5. Remove driver side rear seat and CAB back trim panel and verify.
6. At the rear driver headliner, inspect the remote start antenna connections and ensure the connector is securely connected. If no issues are found with the antenna and you continue to experience issues with fob not working, please refer to TSB: 08-016-25 revision C. Further if you continue to see the issues, please proceed with the steps below.
7. Inspect the C2 RFHUB connector, verify no spread terminals and no terminals are pushed out, secure connector C2.

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Contact STAR Center, or your Technical Assistance Center Via TechConnect, eCONTACT or Service Library entry if no solution is found.



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8. Use the scan tool to perform an RFHUB ECU reset under guided diagnostics OR perform a battery disconnection, capacitance discharge, battery reconnect.
9. If the issue prevails after performing step-8, **DON'T REPLACE RFHM and** please call +1 269 910 8405(Name: Karthik Balakrishna, Timing: M-F, 8 am to 5 pm) for further assistance. If no follow up contact is made within 30 minutes, continue with normal diagnostics.
10. Use the scan tool to perform an RFHUB ECU reset under guided diagnostics OR perform a battery disconnect, capacitance discharge, and battery reconnect.

Inspect the remote start antenna connector at the driver side rear headliner area.
Secure as needed.



Pg 1

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PG 2

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