



December 2008

Dealer Service Instructions for:

## **Customer Satisfaction Notification H30 Remote Keyless Entry Transmitters**

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*Those vehicles that have already had this repair performed, as determined by our warranty records, have been excluded from this notification.*

### **Models**

- 2008 (LX) Chrysler 300, Dodge Magnum and Charger**
- 2008 (RT) Dodge Grand Caravan and Chrysler Town & Country**
- 2008 (WK) Jeep Grand Cherokee**
- 2008 (XK) Jeep Commander**

*NOTE: This notification applies only to the above vehicles built through October 30, 2008 (MDH 103000).*

**IMPORTANT: Some of the involved vehicles may be in dealer vehicle inventory. Dealers should complete this repair on these vehicles before retail delivery.** Dealers should also perform this repair on vehicles in for service. Involved vehicles can be determined by using the VIP inquiry process.

### **Subject**

The Remote Keyless Entry (RKE) transmitters on about 169,800 of the above vehicles may exhibit poor retention to the valet key and could inadvertently separate from each other.

### **Repair**

Both RKE transmitters must be replaced and the new transmitters must be programmed.

**Parts Information**

**Each dealer**, to whom vehicles in the notification were assigned, will receive enough RKE transmitters to service about 5% of those vehicles.

Each package contains two RKE transmitters (Refer to the RKE Transmitter Application Chart on page 3).

**Reminder: VIN specific parts application for your dealer's assigned vehicles is available through the Global Recall System (GRS) and Vehicle Information Plus (VIP).**

To use GRS, enter DealerCONNECT, click on the "**Service**" tab, click on "**Global Recall System**," enter the **recall number** in the "Recall Code:" box, and select "**VIN**" in the "List By:" drop down menu.

To use VIP, enter DealerCONNECT, click on the "**Service**" tab, click on "**Single VIN Inquiry**," enter the **VIN and mileage**, click "**View**," and click on the "**Recall**" tab.

**Parts Information (Continued)**

**RKE Transmitter Application Chart**

<b>Body Code</b>	<b>Make / Model</b>	<b>With Sales Code(s)</b>	<b>Part Number</b>
XK	Jeep Commander	LAB & JRC	CEA1H30P
XK	Jeep Commander	XBM & JRC	CEA1H30Q
XK	Jeep Commander	LAB	CEC1H30J
XK	Jeep Commander	XBM	CEB1H30K
WK	Jeep Grand Cherokee	LAB	CEC1H30J
WK	Jeep Grand Cherokee	XBM	CEB1H30K
LX	Dodge Charger	LAB	CEB1H30L
LX	Dodge Charger	XBM	CEA1H30N
LX	Chrysler 300	LAB	CEB1H30M
LX	Chrysler 300	XBM	CEA1H30O
LX	Dodge Magnum	LAB	CEB1H30D
LX	Dodge Magnum	XBM	CEA1H30G
RT	Chrysler Minivan	X81, JPB, JRA, JRB, LAB, GXW & JRC	CEB1H30A
RT	Chrysler Minivan	X81, JPB, LAB & GXW	CEA1H30C
RT	Chrysler Minivan	X81, JPB & XBM	CEA1H30F
RT	Chrysler Minivan	X81, JPB, JRA, JRB, XBM & JRC	CEA1H30H
RT	Dodge Minivan	X81, JPB, JRA, JRB, LAB GXW & JRC	CEA1H30B
RT	Dodge Minivan	X81, JPB, LAB & GXW	CEB1H30D
RT	Dodge Minivan	X81, JPB & XBM	CEA1H30G
RT	Dodge Minivan	X81, JPB, JRA, JRB, XBM & JRC	CEA1H30I
RT	Dodge Minivan	X81, JPB, JRA & JRB	CEA1H30R

**Special Tools**

**The following existing special tools may be required to perform this repair:**

- CH9401\* StarSCAN Tool
- CH9404D\* StarSCAN Vehicle Cable
- CH9409\* StarSCAN Documentation Kit
- CH9410\* StarSCAN Ethernet Cable 12 ft.
- CH9412\* StarSCAN Software Update Device Kit
- CH9801 StarMOBILE Tool
- CH9804 StarMOBILE Vehicle Cable
- NPN TechCONNECT PC
- NPN StarSCAN/StarMOBILE Software Update CD

\* Part of CH9400 kit.

**Service Procedure**

**A. Program the RKE Transmitter using StarSCAN**

**NOTE: Either StarSCAN or StarMOBILE can be used to perform this notification. If the programming for the RKE transmitter is aborted or interrupted, repeat the procedure.**

1. Open the hood. Install a battery charger and verify that the charging rate provides 13.0 to 13.5 volts. Do not allow the charger to time out during the programming process. Set the battery charger timer (if so equipped) to continuous charge.

**NOTE: Use an accurate stand-alone voltmeter. The battery charger volt meter may not be sufficiently accurate. Voltages outside of the specified range will cause the programming to be unsuccessful. If voltage reading is too high, apply an electrical load by activating the park or headlamps and/or HVAC blower motor to lower the voltage.**

2. Connect the CH9410 StarSCAN ethernet cable to the StarSCAN and the dealer's network drop.
3. Connect the CH9404 StarSCAN vehicle cable to the StarSCAN and the vehicle.
4. Insert the customers RKE transmitter into the Wireless Ignition Node (WIN) and place the ignition in the "RUN" position, then Power "ON" the StarSCAN.
5. With the StarSCAN on the "Home" screen, follow the procedure below:
  - a. Select "ECU View".
  - b. Select "WCM wireless control" in the list of modules.
  - c. Select "Misc Functions".
  - d. Highlight "Program Ignition Keys or Key FOBs", then select "Start".
  - e. Select "Next".
  - f. Select "Show Keyboard".
  - g. Enter the Personal Identification Number (PIN) for that vehicle.

**NOTE: The PIN number can be obtained from the original selling invoice, DealerCONNECT>Parts>Key Codes, or contacting the District Manager.**

- h. Select "Ok" once the PIN has been inserted.

**Service Procedure (Continued)**

i. Follow the screen prompts to complete the process.

**NOTE: After the first RKE transmitter has been programmed, follow the screen prompts to program the second RKE transmitter.**

j. Select “**Finish**” after the second FOB/IK has been programmed.

k. Select “**Show Shortcuts**”.

l. Select “**Home**” to return to the “**Home**” screen.

6. Clear any Diagnostic Trouble Codes (DTCs) as follows:

**NOTE: Due to the RKE transmitter programming procedure, DTC(s) may be set in other modules (TCM, ABS, BCM, MIC, WCM, etc.) within the vehicle, if so equipped. Some DTC's may cause the MIL to illuminate.**

a. From the “**Home**” screen select “**System View**”.

b. Select “**All DTCs**”.

c. Select “**Clear All Stored DTCs**” if there are any DTCs shown on the list.

d. Select “**Yes**” to clear all stored DTC's.

7. Turn the ignition key to the “**OFF**” position. Remove the StarSCAN unit, StarSCAN cable, and battery charger from the vehicle.

8. Verify that both RKE transmitters start the vehicle and that the transmitter functions properly.

9. Close the hood.

10. The original RKE transmitters must be destroyed and scrapped. Do not return the original transmitters to the customer.

**Service Procedure (Continued)**

**B. Reprogram the RKE Transmitter Using StarMOBILE**

1. Open the hood. Install a battery charger and verify that the charging rate provides 13.0 to 13.5 volts. Do not allow the charger to time out during the flash process. Set the battery charger timer (if so equipped) to continuous charge.

**NOTE: Use an accurate stand alone voltmeter. The battery charger volt meter may not be sufficiently accurate. Voltages outside of the specified range will cause an unsuccessful flash. If voltage reading is too high, apply an electrical load by activating the park or headlamps and/or HVAC blower motor to lower the voltage.**

2. Connect the StarMOBILE scan tool to the vehicle data link connector located under the steering column and turn the ignition key to the “**RUN**” position.
3. Power ON the StarMOBILE scan tool.
4. Connect the CH9410 StarMOBILE scan tool ethernet cable to the StarMOBILE and the dealer’s network drop.
5. From the desktop, launch the “StarMOBILE Desktop Client” software.
6. Establish a connection with the StarMOBILE scan tool.
7. Select “**ECU View**”.
8. Select “**WCM Wireless Control**”.
9. Select “**MISC. Functions**”.
10. Highlight “**Program Ignition Keys or Key FOBs**” and select “**Start**”.
11. Select “**Next**”.
12. Enter the Personal Identification Number (PIN) for that vehicle.

**NOTE: The PIN number can be obtained from the original selling invoice, DealerCONNECT>Parts>Key Codes, or contacting the District Manager.**

**Service Procedure (Continued)**

13. Follow the screen prompts to complete the process.

**NOTE: After the first RKE transmitter has been programmed, follow the screen prompts to program the second RKE transmitter.**

14. Select “**Finish**” after the second RKE transmitter has been programmed.

15. Select the home button icon.

16. Clear any Diagnostic Trouble Codes (DTCs) as follows:

**NOTE: Due to the RKE transmitter programming procedure, DTC(s) may be set in other modules (PCM, TCM, ABS, BCM, MIC, WCM, etc.) within the vehicle, if so equipped. Some DTC's may cause the MIL to illuminate.**

a. From the “**Home**” screen select “**System View**”.

b. Select “**All DTCs**”.

c. Select “**Clear All Stored DTCs**” if there are any DTCs shown on the list.

17. Turn the ignition key to the “**OFF**” position and remove the Star MOBILE unit, Star MOBILE cable, and battery charger from the vehicle.

18. Verify that both RKE transmitters start the vehicle and that the transmitter functions properly.

19. Close the hood.

20. The original RKE transmitters must be destroyed and scrapped. Do not return the original transmitters to the customer.



**Completion Reporting and Reimbursement**

Claims for vehicles that have been serviced must be submitted on the DealerCONNECT Claim Entry Screen located on the Service tab. Claims submitted will be used by Chrysler to record Customer Satisfaction Notification service completions and provide dealer payments.

Use the following labor operation number and time allowance:

	<b>Labor Operation Number</b>	<b>Time Allowance</b>
Program two new RKE transmitters	23-H3-01-82	0.3 hours

Add the cost of the parts package plus applicable dealer allowance to your claim.

**NOTE:** See the Warranty Administration Manual, Recall Claim Processing Section, for complete claim processing instructions.

**Dealer Notification**

To view this notification on DealerCONNECT, select “Global Recall System” on the Service tab, then click on the description of this notification.

**Owner Notification and Service Scheduling**

All involved vehicle owners known to Chrysler are being notified of the service requirement by mail. They are requested to schedule appointments for this service with their dealers. A generic copy of the owner letter is attached.

Enclosed with each owner letter is an Owner Notification postcard to allow owners to update our records if applicable.

Dealers are encouraged to consider alternative scheduling and servicing approaches for this notification. This repair does not require hoists or other full service facility special equipment and is a Chrysler Mobile Service approved repair.

**Vehicle Lists, Global Recall System, VIP and Dealer Follow Up**

All involved vehicles have been entered into the DealerCONNECT Global Recall System (GRS) and Vehicle Information Plus (VIP) for dealer inquiry as needed.

GRS provides involved dealers with an updated VIN list of their incomplete vehicles. The owner's name, address and phone number are listed if known. Completed vehicles are removed from GRS within several days of repair claim submission.

To use this system, click on the “**Service**” tab and then click on “**Global Recall System.**” Your dealer's VIN list for each recall displayed can be sorted by: those vehicles that were unsold at recall launch, those with a phone number, city, zip code, or VIN sequence.

**Dealers should perform this repair on all unsold vehicles before retail delivery.** Dealers should also use the VIN list to follow up with all owners to schedule appointments for this repair.

*VIN lists may contain confidential, restricted owner name and address information that was obtained from the Department of Motor Vehicles of various states. Use of this information is permitted for this notification only and is strictly prohibited from all other use.*

**Additional Information**

If you have any questions or need assistance in completing this action, please contact your Service and Parts District Manager.

Customer Services Field Operations  
Chrysler



*CUSTOMER SATISFACTION NOTIFICATION H30  
REMOTE KEYLESS ENTRY TRANSMITTERS*

Dear: (Name)

Customer satisfaction is very important to Chrysler. Accordingly, we are recommending the following service on some **2008 model year Dodge Magnum, Charger and Grand Caravan; Jeep® Grand Cherokee and Commander; and Chrysler 300 and Town & Country model vehicles.**

***The problem is...*** **The Remote Keyless Entry (RKE) transmitters for your vehicle (VIN: xxxxxxxxxxxxxxxxxxxx) may exhibit poor retention to the valet key and could inadvertently separate from each other.**

***What your dealer will do...*** **Chrysler will repair your vehicle free of charge (parts and labor).** To do this, your dealer will replace both RKE transmitters for your vehicle. The work will take about ½ hour to complete. However, additional time may be necessary depending on service schedules.

***What you must do...*** Simply **contact your dealer** right away to schedule a service appointment. Ask the dealer to hold the parts for your vehicle or to order them before your appointment. **Remember to bring both original RKE transmitters for your vehicle and this letter with you to your dealer.**

***If you need help...*** If you have questions or concerns which your dealer is unable to resolve, please contact Chrysler at 1-800-853-1403.

Please help us update our records by filling out the attached prepaid postcard, if any of the conditions listed on the card apply to you or your vehicle. You may also update this information on the web at CCCCCCCCCCCCCCCCCCCCCCCCCCCCC

If you have already experienced this condition and have paid to have it repaired, you may send your original receipts and/or other adequate proof of payment to the following address for reimbursement: Chrysler Customer Assistance, P.O. Box 21-8007, Auburn Hills, MI 48321-8007, Attention: Reimbursement.

We're sorry for any inconvenience, but we believe that this service will help to ensure your continuing satisfaction with your vehicle. Thank you for your attention to this important matter.

Customer Services Field Operations  
Chrysler  
Notification Code H30