



What's all this about ??

This article is a true description of an AECS technical help desk problem and how it was solved.

Vehicle

FCA group brand vehicles 2018 on. FCA brand vehicles includes the following brands, Alfa Romeo, Fiat, Chrysler, Jeep, Dodge and RAM brands.

It needs to be noted that in January 2021 the FCA group merged with PSA to form the Stellantis group. The PSA group holds brands such as Peugeot, Citroen, DS, Opel and Vauxhall.



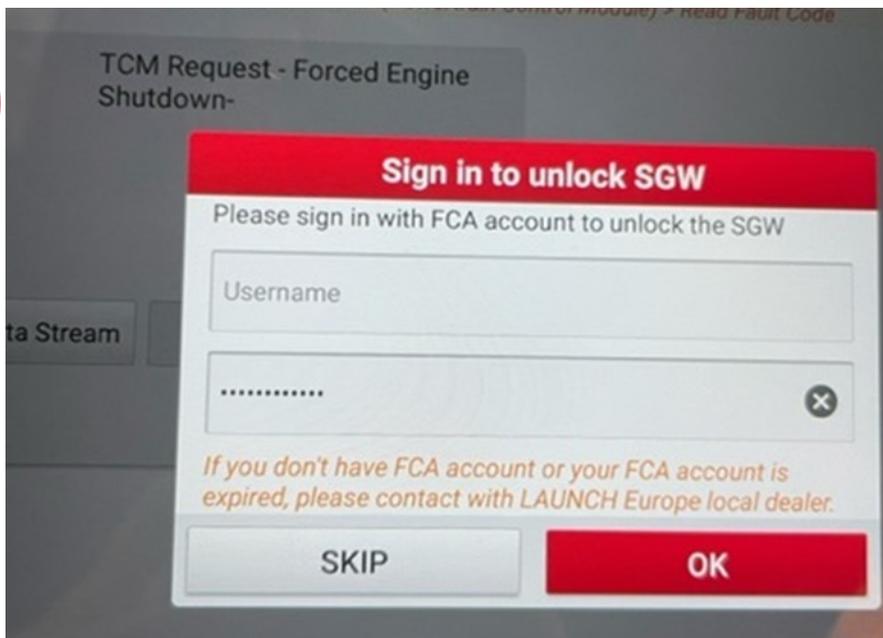
Overview of the brands in the Stellantis group. They include cars and light commercial vehicles.

Problem presented to the Technical Support Team

We have this late model Dodge in our shop for some engine related issues. My main diagnostic technician can only read fault codes with the Launch tool we purchased from AECS.

Every time we try to look at anything else other than the codes, we run up against some kind of a "login required to an FCA account".

What is an FCA account? Why do we get this message? Where do I get an FCA account? What is it going to cost us? I have paid for the tool, so why do I need to see this?



LAUNCH Auscan3
SGW sign in mes-
sage pop up

Background

Sadly, the world we live in requires an ever-increasing level of security. A very few always make it more difficult for the many. Due to the malicious intentions of some individuals, it has become necessary to provide firewalls to protect the electronic systems on vehicles.



First cab off the rank has been Fiat Chrysler group (FCA) to install such a firewall on their vehicles, known as the Secure Gateway module (SGW). Other manufacturers will likely soon also be introducing this security measure as the European Union (EU) has introduced a standard valid from 2020 that obliges manufacturers to protect their vehicles from unauthorised electronic tampering (illegal software updates).

Who are we??

Illegal software updates are often used by repairers to for example delete EGR, DPF, and now AdBlue systems. All expensive systems the customer bought and obviously wanted when they purchased the car.

Who are we to remove such systems?

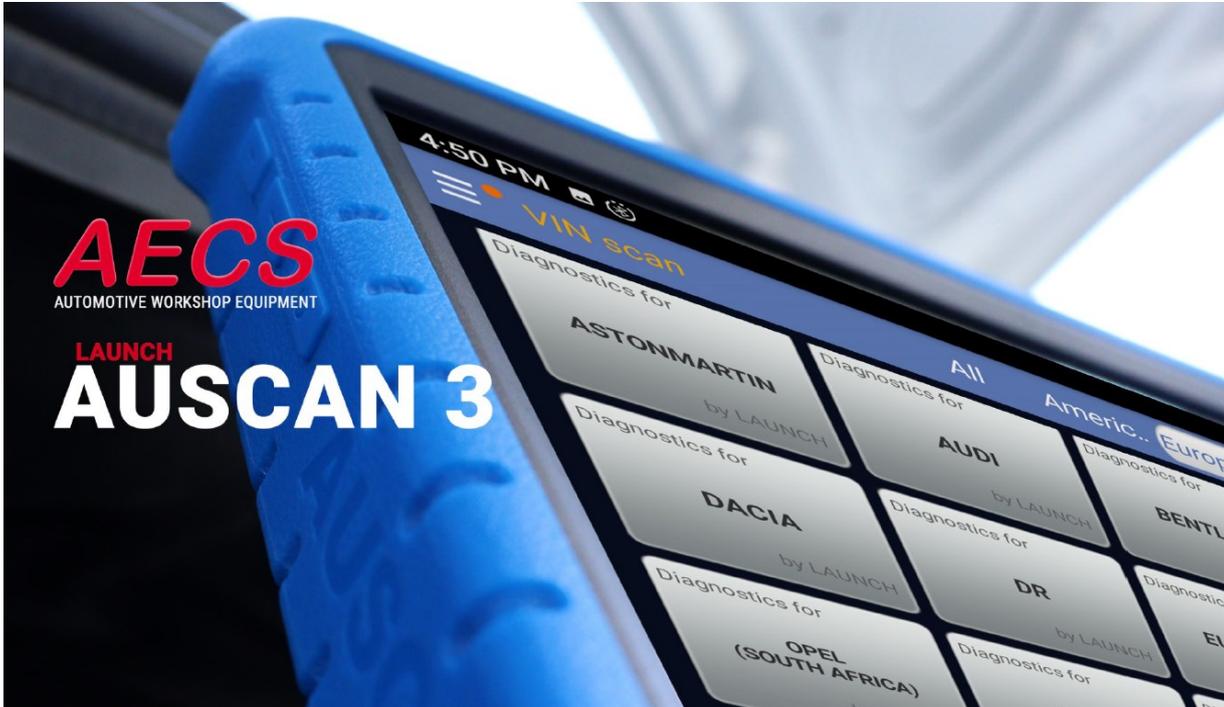
In many cases the systems are being removed because the training to understand the workings and diagnostics of such systems is lacking. Or they are removed as unwanted to make the repair cheaper, to please the customer short term, and to try to stop reoccurring of the fault.

STOP! and look at the faults of these systems as a reoccurring source of workshop income, while doing the right thing for the air we breathe.



SGW (Security Gate Way)

FCA's SGW (Fiat Chrysler's Security gateway) prevents non-FCA registered and approved scan tools from communicating with electronic systems other than reading fault codes. Aftermarket and genuine scan tools need to be approved and registered with FCA to navigate through the firewall.



Solution

The AECS Launch and Jaltest scantools are approved brands that can be registered for security access through the Secure Gateway module firewall. FCA has set up a server and user management system called AutoAuth for aftermarket workshops to register their Launch tools.

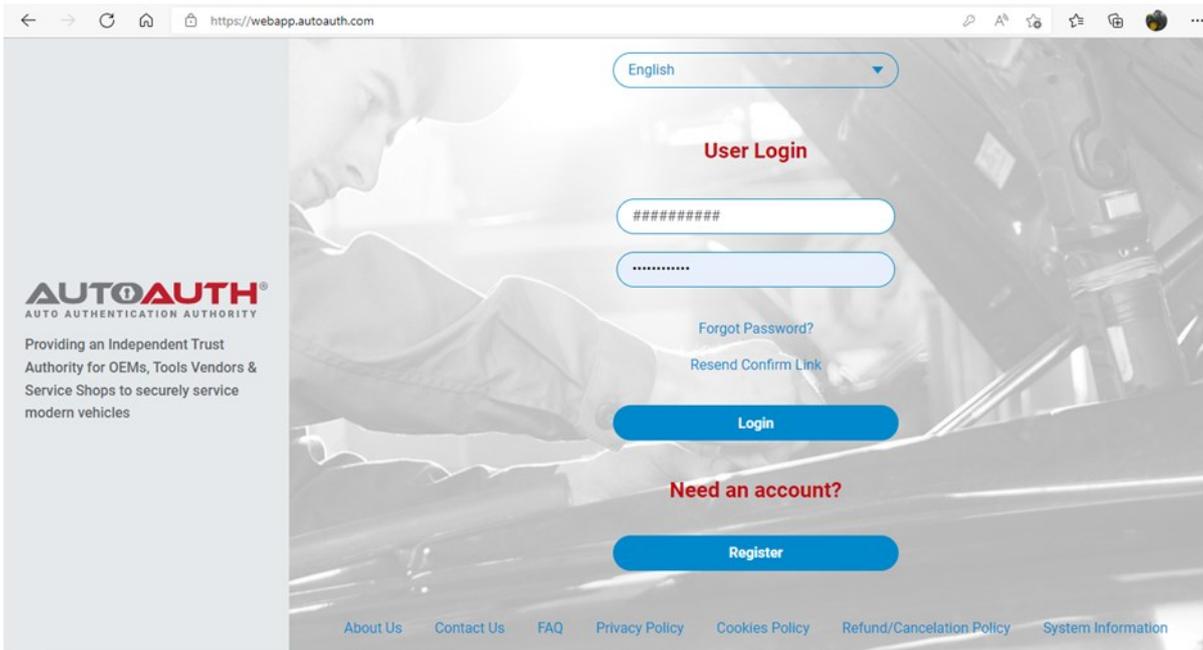
The SGW account set up is simple. Costs start at around \$80 NZD for 12-month membership. However allow 5-10 days for account activation. It is important to understand that the AutoAuth has no kick back to AECS or Launch. The payments flow directly into the coffers of the FCA group. Despite that we at AECS are more than happy to assist with the FCA system if things become too hard.

Launch Auscan3 users

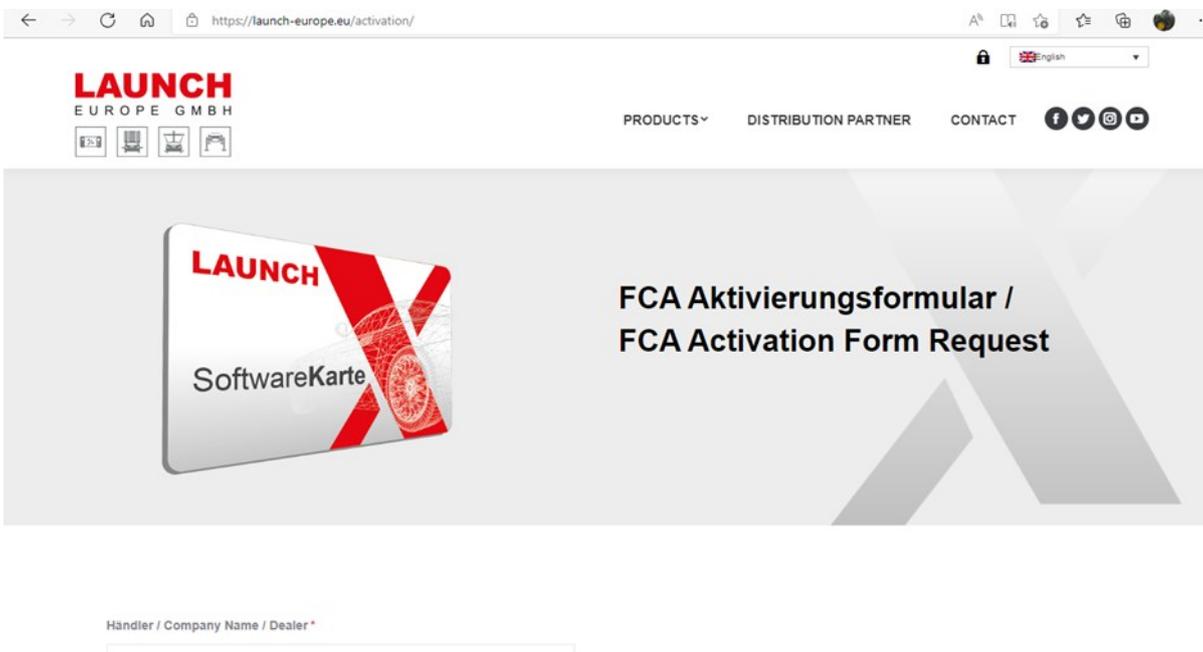
Launch Auscan series tool users can register their tools for Secure Gateway Module access on www.AutoAuth.com website.

Launch Eurotab2 users

Launch Eurotab series users can register their tools for Secure Gateway Module access on <https://launch europe.de/activation>



AutoAuth log in page from the Launch Auscan3 and Jaltest commercial vehicle scantools



AutoAuth log in request page from the Launch Eurotab2 scantool

Once an account has been set up, tool registered, appropriate fees paid, the authorised user will have a username and password to cross the SGW firewall and carry out diagnostic procedures on the vehicle as usual for the period of the license, only with the tool that has been registered.

Warning: Do not leave account set up to the last minute as it can take in some cases over a week for the account to become active.



Conclusion

Make sure you build the AutoAuth cost into the service when you get to service a late model vehicle from the FCA (/PSA) group (+/- 2018 onward).

Yes, it makes the service more expensive, but it is the customer who has chosen to buy this vehicle with all its extra servicing costs.

There are many overseas companies protesting against this added cost and the extra source of income for the FCA group, but frankly I do not think that the issue will go away, and that many other brands will follow, in particular the PSA vehicles (Citroen, Peugeot, Opel, etc) which are part of the same Stellantis group.

Is this move drawing customers to the FCA/PSA dealer garages rather than their trusted local workshop? In a country as big and sparsely populated as NZ, I do not think that will happen in a hurry, in my opinion it will just guide people away from brands that take on this policy as a result of extra imposed costs and difficulties.

However, realise that in the end we have only ourselves to blame by engaging in removing very expensive Emission treatment systems from vehicles, and by performing non sanctioned software updates, which in some cases remove part or whole fault code tables from ECU's as a 'fix'.

For **AECS** Ltd
Hamish v Lier
Technical trainer and workshop advisor
www.aecs.net

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AECS is running the following training events that are not 100% full yet.

This is rare so make use of the situation and GET IN!

Click on the pictures below to get a full descriptor and enrolment details.

5 July - 6 July

Comprehensive scope level 1 (ATS1-1) | Christchurch

Christchurch Christchurch, Canterbury

The Comprehensive Scope - Level 1 seminar goes deep into the detailed abilities of the scope and shows you the practical applications of each function, plus will give you hands-on [...]

Get Tickets \$717.00 2 tickets left



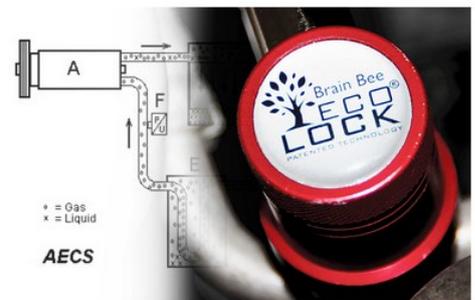
7 July @ 9:00 am - 8 July @ 5:00 pm

Aircon Systems (ECAC1-1) | Christchurch

Heartland Hotel Cotswold 88-96 Papanui Road, Merivale, Christchurch, Canterbury

The aim of the Aircon Systems Training is to help you get maximum results in the workshop without the need to invest in expensive Air-conditioning equipment, while still maintaining safe [...]

\$717.00



The Roller Brake tester CoF Vehicle inspector training below is special as we do not often run this open to public:

29 June @ 9:00 am - 5:00 pm

Roller Brake Tester

AECS HQ 897 Valley Rd, Hastings, Hawkes Bay

Roller Brake tester Machine Vehicle Inspector training is specific training for CoF vehicle inspectors who need an CoF test certificate for NZTA or for technicians who need knowledge on brake [...]



Get in touch with the AECS team if you have questions:

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