

Security Gateway Module FAQ

Does the Security Gateway Module (SGW) placed on FCA vehicles prevent independent repair facilities from servicing FCA vehicles?

No. FCA US continues to make available to independent repair facilities all diagnostic and service information. The SGW was placed on most 2018 model year and later FCA vehicles as a cybersecurity measure, as part of FCA's commitment to continually review and address potential cybersecurity vulnerabilities. The concept and design of the SGW reflect an effort to proactively adopt available guidance and best practices for security controls, including guidance published by the National Highway Traffic and Safety Administration (NHTSA) and the National Institute of Standards and Technology (NIST). The SGW is not intended to prevent aftermarket tool companies and or aftermarket repair centers from servicing FCA vehicles. FCA supports aftermarket repair facilities and believes that the customer should be able to choose where to have their vehicle serviced.

How can aftermarket repair facilities service FCA vehicles that have an SGW?

FCA has setup a "bridge server" and user management system called AutoAuth that mimics the user and tool authentication process that FCA certified dealerships use with the FCA scan tool. This solution allows the aftermarket scan tools to unlock the SGW and perform all the necessary repair procedures.

Do all aftermarket scan tool companies have the ability to be registered through AutoAuth so that I can begin servicing FCA vehicles equipped with an SGW?

FCA has reached out to all the aftermarket scan tool companies that currently have an active scan tool license agreement with FCA in order to provide them with this capability. FCA US is having ongoing conversations with several scan tool companies and is working to help them provide their solution in the shortest possible time.

Does the aftermarket scan tool have the same functionality on SGW equipped vehicles as they did on non-SGW equipped vehicles?

Yes. Once the SGW is unlocked through the authentication process the aftermarket scan tool has the same capabilities as they did on non SGW equipped FCA vehicles.

Do you have to register the tool each time you want to service an FCA SGW equipped vehicle?

No. The registration is done one time and the number of vehicles you can service is unlimited.

Is there a fee for the end user (owner of the aftermarket scan tool)?

Yes. There is a yearly \$50 fee per shop for up to five employees, there is an additional \$2 a year charge for each additional employee to use AutoAuth registered scan tools. For individual owners (not shops) the cost is \$50 per year. Individual owners can register up to five other users, beyond five users an additional \$2 a year per additional user is charged.