



## STAR ONLINE PUBLICATION



**Case Number:** S2108000047

**Release Date:** 02/13/2021

**Symptom/Vehicle Issue:** Jeep Off Road Pages Missing Latitude And Longitude Coordinates

**Customer Complaint:** Customer may notice Jeep Off Road Page not showing Latitude and Longitude coordinates on the radio

**Discussion:** In some conditions when the vehicle locates in the region close to sea level, the JORP App may handle GPS data incorrectly. This leaves Lat / Long coordinates missing on the JORP screen.

**Do not replace radio for this concern. The JORP will work normal if you drive away from that area. A software update is tentatively scheduled for release in the 2<sup>nd</sup> Qtr 2021.**



This document does not authorize warranty repairs. This communication documents a record of past experiences. STAR Online does not provide any conclusions about what is wrong with the vehicle. Rather, it captures all previous cases known that appear to be similar or related to the vehicle symptom / condition. You are the expert, and you are responsible for deciding on the appropriate course of action.

**Contact STAR Center, or your Technical Assistance Center Via TechCONNECT or eCONTACT ticket if no solution is found**