



STAR ONLINE PUBLICATION



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Symptom/Vehicle Issue: Uconnect Connected Services Remote Start Inoperative

Discussion: 2021 Grand Cherokee equipped with Panasonic VP4R radios at QR38.3 software level may experience Uconnect Connected Services Remote Start failure. The keyfob will still remote start the vehicle normally. Other Uconnect Connected Services remote commands such as Door Locks will operate normally.

Do Not Replace The Radio. A future software enhancement will resolve concern.



Fig 1

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