



STAR ONLINE PUBLICATION



Case Number: S2108000181

Release Date: July 2021

Symptom/Vehicle Issue: Media Hub And Or Wireless Charging Pad Is Inoperative

Customer Complaint/Technician Observation: Owner complains the media HUB is not working. If equipped, the wireless charging pad may also be inoperative.

Discussion: Verify fuse F63 is present in Interior PDC, see fig 2 below. If missing, replace, then test for proper operation. If the fuse is present, but has failed, identify root cause of excessive current draw, replace the fuse, then re-test for proper operation. Some vehicles had the Media hub software updated before dealer delivery, and the fuse may not have been reinstalled or was reinstalled in the wrong location.

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



STAR ONLINE PUBLICATION

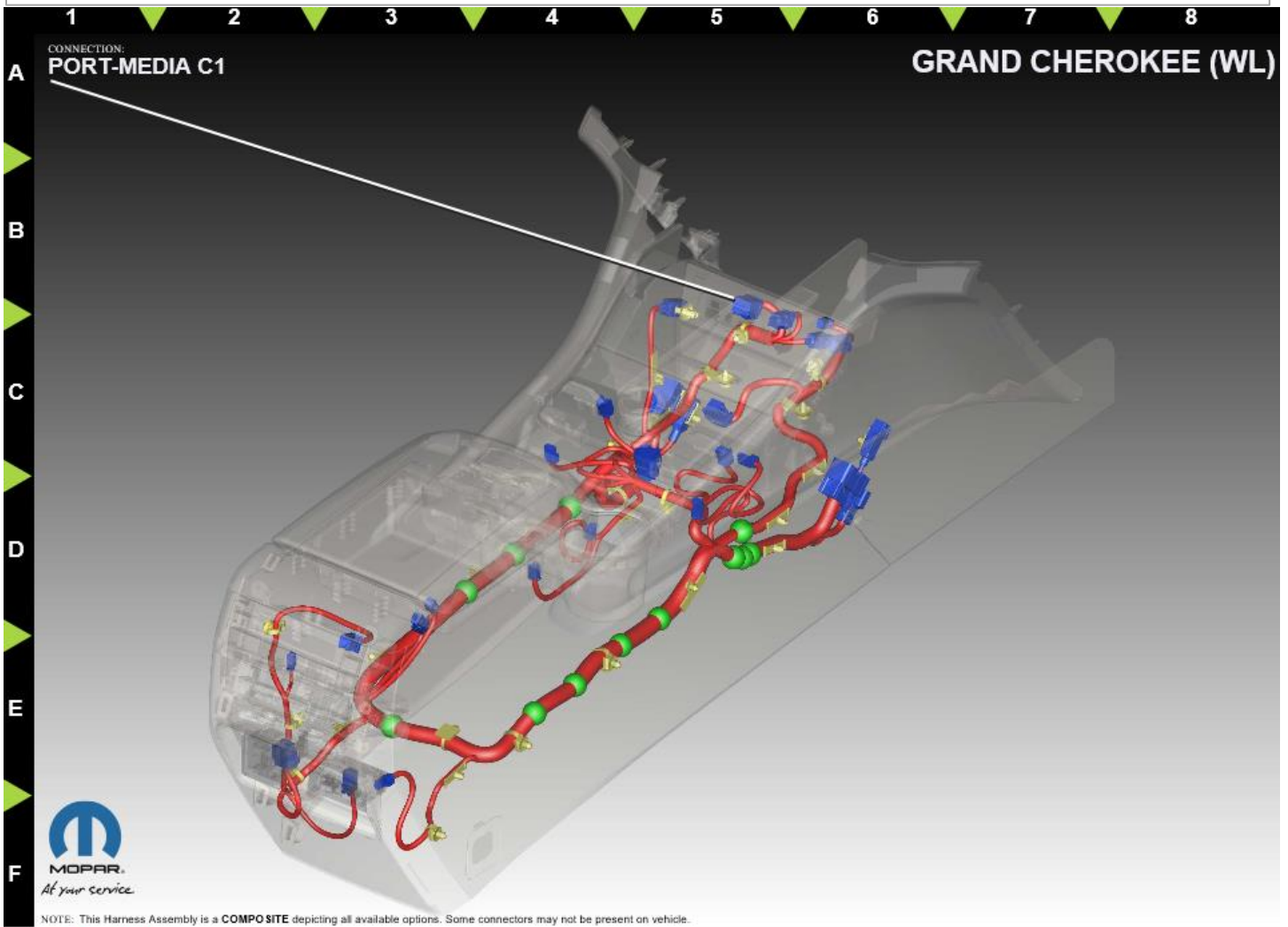


Fig 1. Media Port

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



STAR ONLINE PUBLICATION

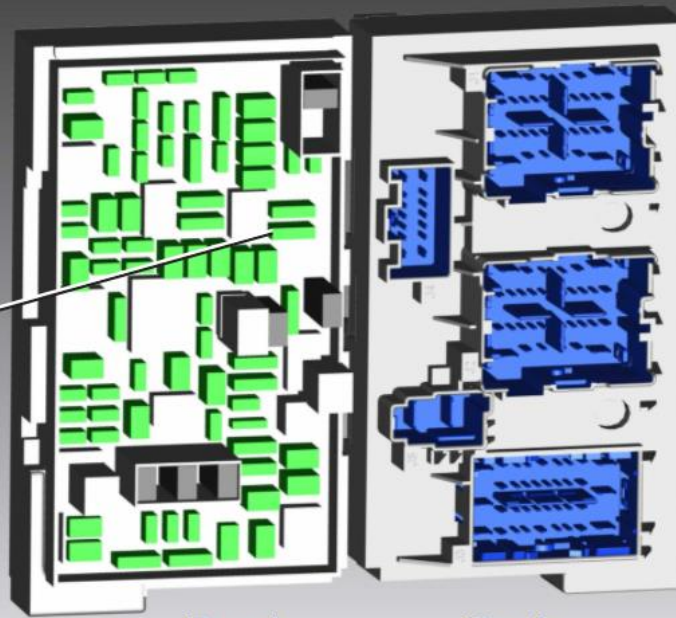


GRAND CHEROKEE (WL)

CONNECTION:

FUSE F63 15A

FUSES			
Fuse	Alternate	Description	Amperage
F2	F0002I	N/A	25A
F3	F0003I	N/A	15A
F4	F0004I	N/A	10A
F8	F0008I	N/A	15A
F10	F0010I	N/A	40A
F12	F0012I	N/A	20A
F13	F0013I	N/A	10A
F16	F0016I	N/A	10A
F20	F0020I	N/A	10A
F21	F0021I	N/A	30A
F32	F0032I	N/A	15A
F33	F0033I	N/A	15A
F35	F0035I	N/A	10A
F41	F0041I	N/A	10A
F42	F0042I	N/A	10A
F44	F0044I	N/A	15A
F49	F0049I	N/A	7.5A
F50	F0050I	N/A	10A
F53	F0053I	N/A	20A
F63	F0063I	N/A	15A
F64	F0064I	N/A	10A
F65	F0065I	N/A	5A



Front

Back

CIRCUIT BREAKERS			
CB	Alternate	Description	Amperage
CB2	CB002I	N/A	20A

Fig 2. Fuse F63 (Interior PDC)

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



STAR ONLINE PUBLICATION

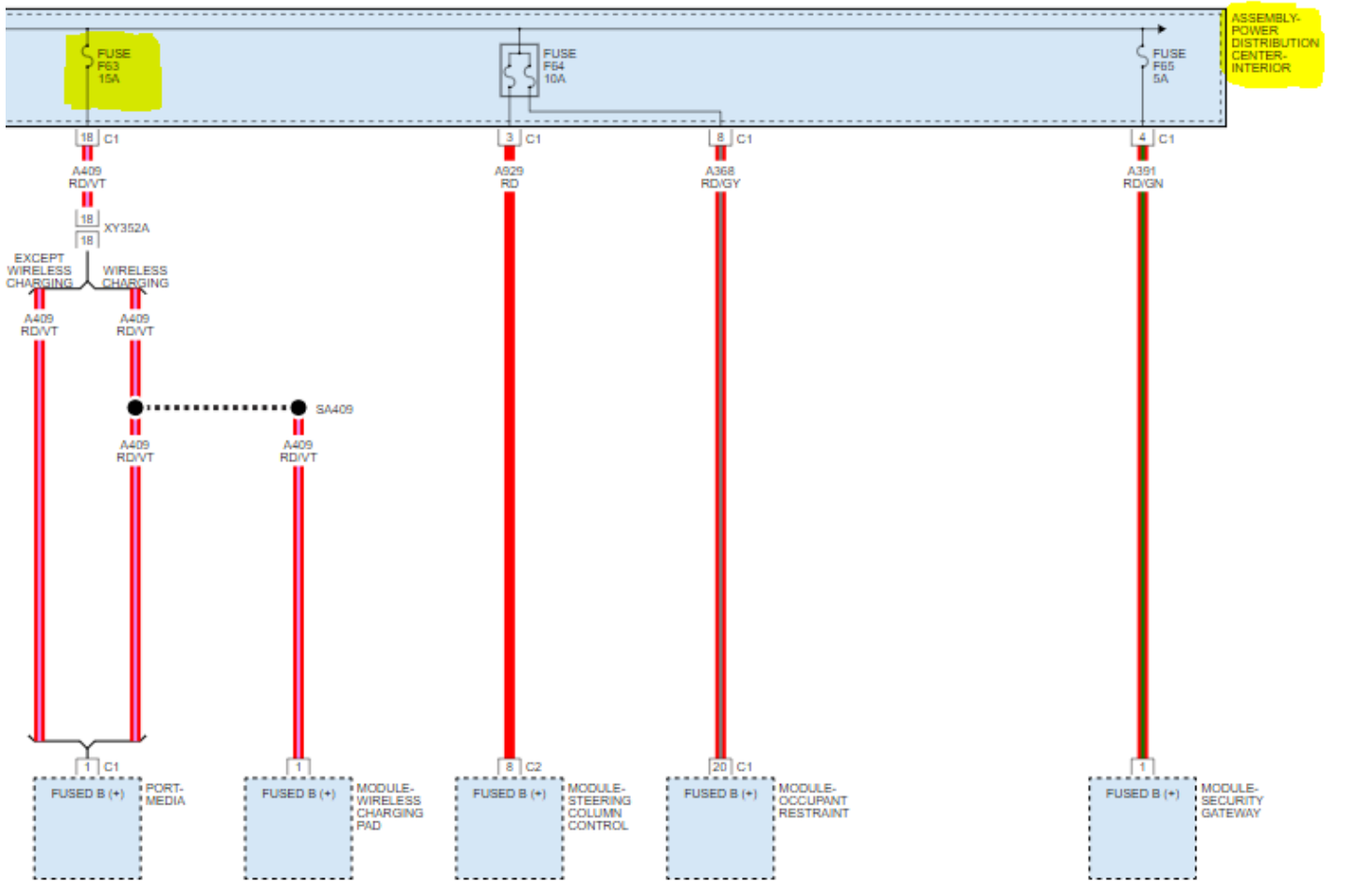


Fig 3. F63 fuse

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