



## STAR ONLINE PUBLICATION



**Case Number:** S2208000071 - REV. B

**Release Date:** December 2022

**Symptom/Vehicle Issue:** Weather App May Freeze, Lockup Or Has Error Loading

### Customer Complaint/Technician Observation:

- Weather App crashes
- Weather App freezes
- Weather App doesn't load
- Weather displays error message

**Discussion:** The Weather App may lockup, show error loading or displays a "loading" symbol.

Attempt a reset of the radio by pressing and holding down the power button for 10 seconds.

Check the following Weather App requirements:

Check for a good cellular network connection for data requirements in area of vehicle operation.

Check for an expired trial or subscription service.

**Note: The Weather App feature requires the customer to have an active brand Connected Service subscription** like Jeep® Connect, Ram Connect, Wagoneer Connect for app to receive weather data. Verify customer has active subscription with Connected Services Navigation Package - Traffic & Travel option.

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, eCONTACT or Service Library entry if no solution is found.**



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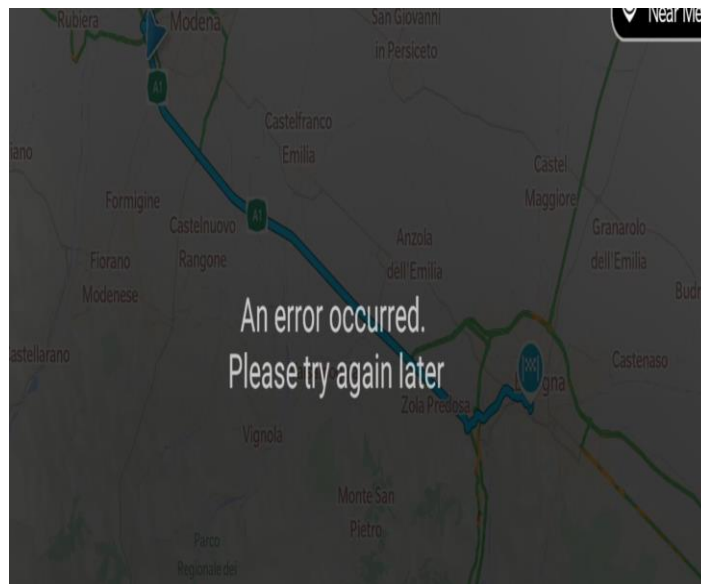
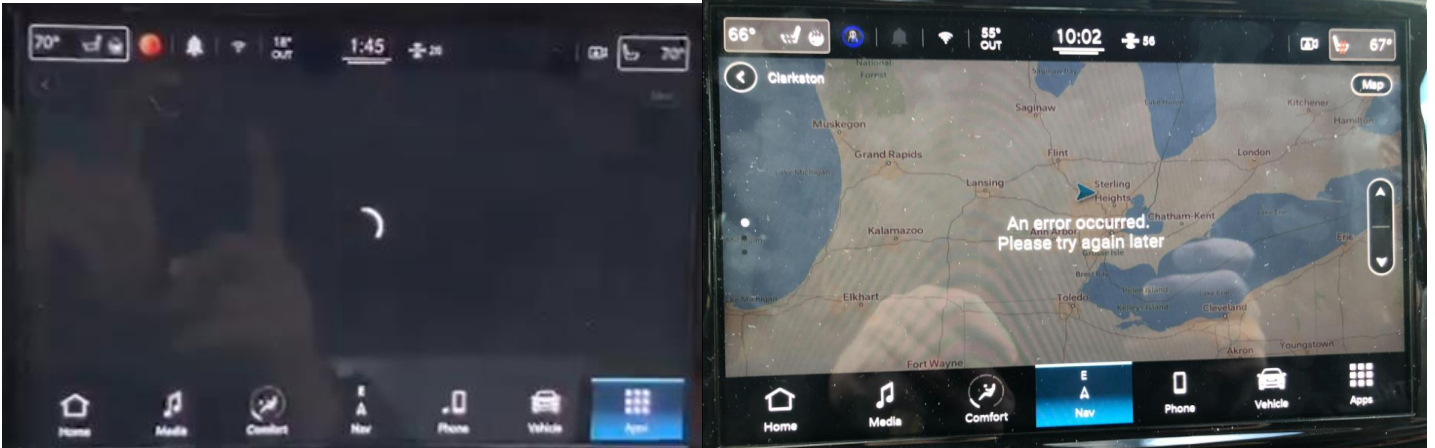


Fig 1.

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