



# VEHICLE HEALTH REPORTS - UPDATE

It has been identified that the Vehicle Health Reports could at times report there is a vehicle issue which requires immediate service when there is not actually a vehicle issue. Customers may schedule service visits due to this report. Below is a list of identified Vehicle Health Report notifications which may be sent to the customer in error:

- Air Bag
- Charging System
- Tire Pressure
- Water In Fuel
- Engine

If a customer schedules a service visit based on what was reported in the Vehicle Health Report for the above listed concerns, it would be recommended to ask the customer if the vehicle has turned on any warning lights and/or displayed any messages in the cluster regarding these failures. If the vehicle has not displayed any warning indicators or messages, it is possible the Vehicle Health Report has falsely identified a vehicle issue. If the customer would still like to have their vehicle brought in for service, if the diagnosis finds nothing wrong with the vehicle, then the issue is due to the Vehicle Health Report falsely notifying the customer of vehicle issues.

The following vehicle lines are impacted:

- 2022-2023 Grand Cherokee
- 2022 Grand Wagoneer
- 2022-2023 RAM Trucks
- 2022-2023 Renegade
- 2022-2023 Durango
- 2022-2023 Pacifica
- 2022-2023 Compass
- 2022-2023 Charger

A solution was deployed on 10/31/2022 to prevent false notifications on the Vehicle Health Report for the Air Bag, Water In Fuel, and Tire Pressure issues on the following vehicles:

- 2022-2023 Grand Cherokee
- 2022-2023 Grand Wagoneer
- 2022-2023 Ram Trucks

A solution is expected to be deployed by the end of 2022 for all remaining vehicles:

Please review STAR Online Publication S228A000023 for additional information.

Thanks,  
Mopar

