



STAR ONLINE PUBLICATION



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Symptom/Vehicle Issue: Cluster and Radio Display Settings Reverted Back to Default Settings, Auto Door Locks and Paddle Shifter Inoperative No Menu to Enable

Discussion: Customers may complain that their selectable settings have changed, (Example: Language changed from English to Italian, Unit settings changed to Celsius vs. Fahrenheit, Fuel is display in Liters instead of Gallons).

Customers can reset most of their selectable features through a menu as desired, however some options like the paddle shifters and the auto door locks do not have a menu option available to update their setting.

Do not replace any parts to repair, the current service parts Body Control Module (BCM), Instrument Panel Cluster (IPC), Radio, Driver Door Module (DDM), Passenger Door Module (PDM), will all perform the same once the system defaulted too "Off". Use the below scan tool functions within the IPC to correct the default "Off" settings back to the factory "On" settings.

The screenshot displays two scan tool sessions for the Instrument Panel Cluster (IPC). The top session is for a 2022 WAGONEER/GRAND WAGONEER 6.4L V8 SRT HEMI MDS (VIN 1C4SJV4NS103601) with 13.00 Volts. The bottom session is for a 2021 JEEP GRAND CHEROKEE 3.6L V6 24V VVT ENGINE UPG I W/ESS (VIN 1C4RJKBG9M8188521). Both sessions show the 'Misc Functions' tab selected, with a 'NAME' field containing 'Customer Programmable Feature Configuration'.

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