



STAR ONLINE PUBLICATION



Case Number: S2108000249 Rev. C

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Symptom/Vehicle Issue: Cluster and Radio Display Settings Revert Back to Default Settings, Auto Door Locks and Paddle Shifter Inoperative With No Menu to Enable, Pedestrian Emergency Brake (PEB) Lamp and Forward Collision Warning (FCW) Lamp on After a Recent Service Repair no Diagnostic Trouble Codes (DTCs)

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 settings.

The technician may have found after a recent repair service the vehicle cluster warning lamps for various customer programmable safety features like FCW, or PEB that have settings within the radio stay illuminated, no DTCs 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 "RESET" Customer Programmable Feature Configuration.

2022 WAGONEER/GRAND WAGONEER 6.4L V8 SRT HEMI MDS
1C4SJVJ4NS103601
13.00 Volts

IPC
Instrument Panel Cluster

Flash DTCs Data **Misc Functions** System Tests Actuators Details Configuration

NAME
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