



## STAR ONLINE PUBLICATION



**Case Number:** S248A000019

**Release Date:** December 2024

**Symptom/Vehicle Issue:** Jeep Bluetooth Speaker Does Not Charge

### Discussion:

Customer states Jeep Bluetooth Wireless Speaker does not charge or battery is dead. Issue likely due to misalignment of speaker to dock pins.



Damage from misalignment

If you're one of the many who has struggled with this issue, read on. It really isn't difficult to install once you know the trick.

### Two easy steps for installation

While the details are covered in the speaker's User Guide, the steps are very straight forward:

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.

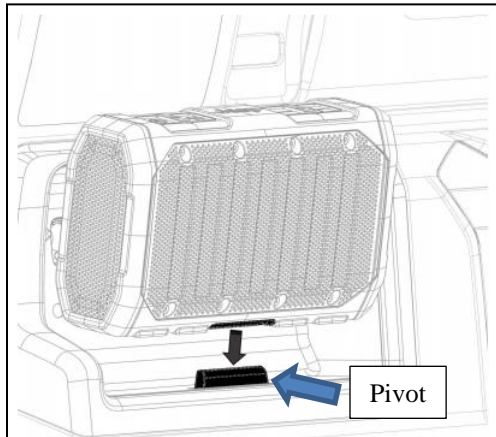
**Contact STAR Center, or your Technical Assistance Center Via TechConnect, eCONTACT or Service Library entry if no solution is found.**



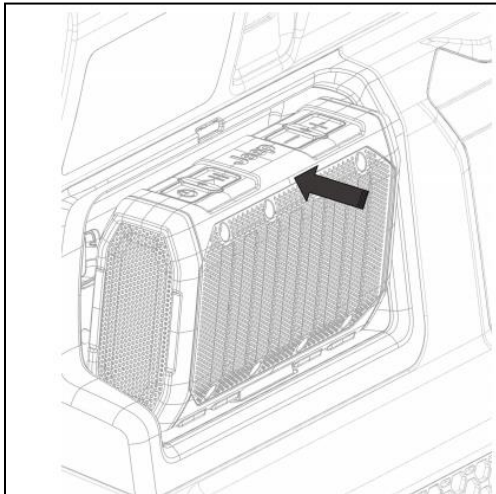
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1. Set the wireless speaker onto the pivot at the bottom of the docking station.



2. Lightly push the speaker downward onto the pivot, gently rocking it backward until the latch is fully closed.



Please note - Pushing the speaker backward *without* alignment onto the pivot at the bottom of the docking station causes the denting, non-charging, and speaker damage to occur.

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### Parts Required

6LQ27TRMAE – Jeep Bluetooth Speaker

6ND30TRMAD – Speaker Docking Station

Verification: If speaker is properly docked, cabin audio (music) will pass through speaker. Tech can lower rear seat and check for audio coming out of speaker in dock. If the battery is truly dead, it may take up to 2 minutes for the speaker to wake up.

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