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Case Number: S268A000006

Release Date: February 2026

Models: 2024-2026 Ram 1500 (DT)
2024-2026 Chrysler Pacifica (RU)

Symptom/Vehicle Issue: Hands-Free Voice Concerns Including No Voice Pickup, Muffled Audio, Distortion, or Intermittent Microphone Operation

Customer Complaint/Technician Observation: Customer states that voice control / Voice Recognition system is not working properly, person on the other end cannot hear the caller or they have a muffled voice, crackles, and noise.

Discussion: If the system has any Diagnostic Trouble Codes (DTC), run the normal fault code diagnostics in Service Library. To correctly identify a non-DTC microphone issues, follow the below steps:

STEP 1: Verify Customer Concern

Preconditions:

- Vehicle ignition ON.
- Audio system operational.

Test Procedure:

1. Connect a known-good smartphone via:
 - USB (Android Auto / Apple CarPlay) **OR**

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- Bluetooth Hands-Free.
- 2. Activate Voice Command using:
 - Microphone icon on Uconnect display **OR**
 - Steering wheel voice button.

Expected Result:

- Voice assistant activates or call audio path opens.
- System accepts voice input.

Next Step / Pass-Fail Criteria:

- **Pass:** Voice input activates → Continue to step 2.
- **Fail:** Voice input does not activate → Continue to step 3.

STEP 2: Microphone Functional Test

Preconditions:

- Vehicle ignition ON.
- Audio system operational.

Test Procedure:

1. Activate Siri or Google Assistant.
2. Issue a voice command, such as:
 - “Set temperature to 70 Deg”
 - “Navigate to 1000 Chrysler Drive”
 - “Call voicemail”
3. Speak clearly toward the microphone location.
4. Lightly tap near the microphone grille during the command or call.

Expected Result:

- Voice assistant activates or call audio path opens.
- System accepts voice input.

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Next Step / Pass-Fail Criteria:

- **Pass:** Voice command is recognized and executed OR Call recipient hears the driver clearly OR Tapping near the microphone produces audible response → Microphone is functioning normally. **DO NOT REPLACE MICROPHONE.**
- **Fail: If expected results are not met** → Continue to step 3.

STEP 3: Environmental & Interference Check

Test Procedure:

1. Repeat voice command or call with:
 - HVAC blower on high.
 - Windows open / road noise present.

Expected Result:

- Voice remains intelligible.
- No excessive distortion, dropouts, or crackling.

Next Step / Pass-Fail Criteria:

- **Pass:** Concern only occurs in high-noise conditions → Normal system limitation. **DO NOT REPLACE MICROPHONE.**
- **FAIL:** Concern persists → Continue to step 4.

STEP 4: Connectivity & Software Check

Test Procedure:

1. Verify:

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- Smartphone is properly paired.
- No USB hubs or aftermarket adapters connected.
- Uconnect software is up to date.
- Android Auto / Apple CarPlay software is up to date.
- Phone call volume is set appropriately.

Expected Result:

- Stable connection established.
- Voice path remains active without dropouts.

Next Step / Pass-Fail Criteria:

- **Pass:** If concern is resolved. DO NOT REPLACE MICROPHONE.
- **Fail:** If concern persists → Continue to **STEP 5**.

STEP 5: Microphone Permission Check (Phone-Side)

Test Procedure:

1. Verify microphone permissions:
 - Android:
Settings > Apps > Android Auto > Permissions.
 - iOS:
Settings > Privacy & Security > Microphone.

Expected Result:

- Microphone permission enabled.
- Phone transmits audio to vehicle system.

Next Step / Pass-Fail Criteria:

- **Pass:** Phone permission issue. DO NOT REPLACE MICROPHONE.
- **Fail:** If concern persists → Continue to **STEP 6**.

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STEP 6: Microphone Localization Test

Test Procedure:

1. Identify microphone locations (driver/passenger if equipped).
2. Cover one microphone at a time with tape or rubber mat during an active call.
3. Tap near each microphone location while listening on the call.

Expected Result:

- Covered microphone reduces voice pickup.
- Tapping active microphone produces audible response.

Next Step / Pass-Fail Criteria:

- **Pass:** If all microphones respond as expected. DO NOT REPLACE MICROPHONE.
- **Fail:** If one microphone is non-responsive → Continue to **STEP 7**.

STEP 7: Physical Inspection

Test Procedure:

1. Inspect microphone area for:
 - Trim or headliner blocking mic port.
 - Foam misalignment.
 - Dirt, debris, adhesive.
 - Aftermarket accessories.

Expected Result:

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- Covered microphone reduces voice pickup.
- Tapping active microphone produces audible response.

Next Step / Pass-Fail Criteria:

- **Pass:** Microphone port is clear and unobstructed → Continue to **STEP 8**.
- **Fail:** If obstruction is found → Correct obstruction and Reset Radio by long pressing power button.

STEP 8: Uconnect System Reset

Test Procedure:

1. Uconnect system Reset:
 - Press and hold the power/volume knob for ~30 seconds.
 - Allow system to reboot fully.

Expected Result:

- Uconnect system restarts.
- Voice assistant and call functions restored.

Next Step / Pass-Fail Criteria:

- **Pass:** Concern is resolved.
- **Fail:** Concern persists. REPLACE MICROPHONE.

Repair Procedure:

If replacement is necessary, consider the following parts:

- OEM Microphone Assembly: Available through Mopar or authorized dealerships. Mopar Parts.

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- Microphone function can be hindered by wiring harness and connector issues. Inspect connectors and terminals for push out, bent, damaged or corrosion. Also inspect wiring harness for signs of damage like trapped/pinched harness or other physical damage that may cause issue with the internal wiring circuits in the harness.

Verification: Test that voice commands are working, make a call and verify that the receiver of the call can hear you properly and that there are no noises present.

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