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Case Number: S268A000005

Release Date: February 2026

Models: 2025-2026 Ram 1500 (DT)
2025-2026 Ram 2500 (DJ)
2025-2026 Ram 3500 Pickup (D2)
2024-2026 Jeep Wagoneer S (KM)
2022-2026 Grand Cherokee (WL)
2022-2026 Grand Wagoneer (WS)

Symptom/Vehicle Issue: Front HDMI Port or Front Passenger Display Module (FPDM) Not Projecting Video

Discussion: Customer may complain that that the front HDMI port or Front Passenger display module is not projecting video. Recent review of returned HDMI ports were found to be functioning. Please check wiring and connections in the system and customer HDMI cable. The following is to help with HDMI port diagnosing issues.

1. Check system for Diagnostic Trouble codes (DTC), perform standard DTC diagnostics as needed in Service Library.
2. Test HDMI Cable. Use a known good HDMI cable for testing or can verify cable on known good/working vehicle. This will help rule out customer supplied cable issues. Check cable ends for damage, lint, or dirt.
3. Ignition on/Start vehicle, connect HDMI device. If still inoperative, reverse sequence (connect device, start vehicle).
 - 3a. Test device and known good cable on like vehicle.
4. Try alternate source devices when checking system operation. Smartphone, tablet, streaming device.
5. Check power and ground at both HDMI port and FPDM.

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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6. Check the radio is up to date on software. Check for any TSB or Service bulletins for system updates.
7. Reboot radio and retest. Press and hold volume/power knob for about 20 seconds till radio reboots. Allow radio to full reboot and then retest system operation.
8. Unplug HDMI port, then re-connect HDMI port connector. Retest system.
9. Try known good HDMI port in vehicle or try suspect port in known good vehicle.



Figure 1. Front HDMI Port for Front Passenger Display Module

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