



STAR ONLINE PUBLICATION



Case Number: S268A000007

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Symptom/Vehicle Issue: Navigation Is Active On The Radio But Not Available On The Cluster

Models: 2022-26 Ram 1500

Customer Complaint/Technician Observation: The customer's complaint may include the navigation is active on the radio but not available on the cluster. Upon further investigation, there are no ethernet related Diagnostic Trouble Codes (DTCs) set.

Discussion: The condition mentioned above is a known issue that engineering is investigating. It can be recovered after a long sleep cycle, performing a battery disconnect or by using wiTECH to perform a radio reset. This is a temporary fix and issue will likely come back randomly after a key cycle. Replacing the cluster or radio will not resolve the concern.

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