



STAR ONLINE PUBLICATION



Case Number: S258A000002 Rev. C

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Symptom/Vehicle Issue: Radio Screen Goes Blank, Radio Locks-Up and/or the Radio Wording Switches From English-to-Italian. Rearview Camera (RVC) Functions Normally

Models: 2022-24 Grand Cherokee (WL)
2022-24 Wagoneer/Grand Wagoneer (WS)

Discussion: The customer's concern may include the radio screen going blank, the radio locking-up and/or the radio screen may switch from English to Italian language after the radio software has been updated to U33.43. The Rearview Camera (RVC) continues to function normally. A radio software enhancement is expected in Q2 2026.

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.