



## STAR ONLINE PUBLICATION



**Case Number:** S268A000009

**Release Date:** February 2026

**Models Affected:** 2024-2026 Ram 3500 Pickup (D2)  
2024-2026 Ram 3500 Cab Chassis (DD)  
2024-2026 Ram 2500 Pickup (DJ)  
2024-2026 Ram 4500/5500 Cab Chassis (DP)  
2024-2026 Ram 1500 (DT)

**Symptom/Vehicle Issue:** Customer States Navigation is Inaccurate, Showing Wrong City or State.

**Discussion:** Customer may complain that the Navigation is inaccurate, showing wrong city or state. Recommend dealers to do a battery disconnect and not replace the radio. See if the radio reset corrects the navigation accuracy issue.

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.**