



## STAR ONLINE PUBLICATION



**Case Number:** S268A000013

**Release Date:** May 2026

**Symptom/Vehicle Issue:** Radio Volume Jumping Up To Max Volume After Radio Wake Up

### Models Affected:

2024 – 2026 Jeep Wrangler (JL)

2024 – 2026 Jeep Gladiator (JT)

2024 – 2026 Ram 2500 Pickup (DJ)

2024 – 2026 Ram 3500 Pickup (D2)

2024 – 2026 Ram 3500 Cab Chassis (DD)

2024 – 2026 Ram 1500 Pickup (DT)

2024 Ram 1500 Pickup (DX)

2024 – 2026 Ram 4500/5500 Cab Chassis (DP)

**Discussion:** The customer may perceive an unexpected increase or decrease in audio volume immediately after vehicle ignition ON after a bus sleep cycle or when the head unit wakes up and in some instances the volume will jump to max volume.

When the user enters the vehicle and the radio powers on, the system automatically adjusts the radio volume to match the phone's last-set volume for synchronization purposes. This can present to the user as the volume "jumping" up or down at ignition ON even when the radio volume wasn't adjusted at all.

**Repair Procedure:** Customer needs to turn the volume down in their phone before waking up the radio to avoid the radio adjusting the audio volume to max level. The exact steps to do this vary depending on the phone's make and model.

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 case details 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.**