



## STAR ONLINE PUBLICATION



**Case Number: S268A000016**

**Release Date:** July 2026

**Models Affected:**

2023 – 2026 Jeep Compass (MP)

2023 – 2026 Jeep Grand Cherokee (WL)

**Symptom/Vehicle Issue:** R1L Radio Screen Goes Blank after transitioning from logistic to customer mode

**Discussion/Repair:** R1L radios in the WL and MP platforms, do not replace the radio when there's a blank screen after transitioning from logistic to customer mode. It is an expected behavior which could last up to 45 seconds. After that, you can hit the power button, and the radio screen will turn on. The radio should behave normally after this sequence.

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.**