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Case Number: S268A000014

Release Date: June 2026

Symptom/Vehicle Issue: Radio/ETM is Adding Approximately 27mA Draw to Vehicle When in Logistics Mode

Models Affected:

2021-2026 Chrysler Pacifica/Voyager (RU)

2021-2026 Dodge Durango (WD)

2021-2026 Jeep Grand Cherokee (WL)

2022-2026 Ram 2500 Pickup (DJ)

2022-2026 Ram 3500 Pickup (D2)

2022-2026 Ram 3500 Cab Chassis (DD)

2022-2026 Ram 4500/5500 Cab Chassis (DP)

2022-2026 Ram 1500 (DT)

2022-2026 Jeep Wagoneer/Grand Wagoneer (WS)

2022-2026 Ram Promaster (VF)

2023-2026 Jeep Compass (MP)

2024-2026 Dodge Charger (LB)

2024-2026 Jeep Wrangler (JL)

2024-2026 Jeep Gladiator (JT)

2022-2026 Jeep Wagoneer/Grand Wagoneer (WS)

2024-2026 Jeep Wagoneer S (KM)

Discussion: A condition where the Harmen R1 high radio power supply may enter an unintended mode if the vehicle battery is disconnected and reconnected too quickly. This can occur when residual voltage has not fully discharged before battery reconnection.

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.



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To prevent this issue, please wait 1 minute or more before battery is reconnected. Allowing this time ensures the system fully powers down and avoids unintended current draw. A design improvement will be implemented in 3rd quarter 2026. If radio is in this state/condition, do a battery disconnect for a few mins to clear the condition.

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