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Case Number: S2624000004 REV. B

Release Date: June 2026

Symptom/Vehicle Issue: A/C Inoperative, A/C Relay Not Engaging.

Models Affected:

2025-2026 Ram 1500 (DT)

2025-2026 Jeep Grand Wagoneer (WS)

Customer Complaint/Technician Observation: The customer reports that the A/C is not cooling or that the A/C never turns on.

Discussion: During diagnosis, the technician finds that the A/C relay does not energize when commanded by customer controls or the scan tool. Low voltage DTC's may be present in the system.

Do not replace the PDC, A/C Compressor, or PCM for an inoperative A/C relay when the issue follows a low voltage event.

The low side driver in the PCM controlling the A/C relay may become stuck in a non-operational state after a low voltage condition, resulting in a loss of driver control. Restoring proper system operation requires full battery voltage and a brief battery disconnect to reset the PCM and related control drivers.

- First thing needed is to ensure proper system voltage is present and stable:
 - Install or verify a tested good battery.
 - Confirm that the charging system is operating correctly and that full battery voltage is available.

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 or eCONTACT ticket if no solution is found



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- Once stable battery voltage is verified, perform a battery disconnect to reset the PCM driver and restore driver control:
 - Disconnect the battery for 5–10 seconds.
 - Reconnect the battery, ensuring clean and secure terminal connections.
- Re-test A/C operation:
 - Command the A/C relay using the scan tool or through normal controls.
 - Verify that PCM driver control has been restored.
 - Verify that the A/C clutch engages and the system operates correctly.
- If the A/C relay still does not command on and the A/C remains inoperative:
 - Verify and document continued loss of driver control.
 - Create a STAR case and ask for the case to be escalated to FTS Engineering for further diagnostics.
 - Document that the relay did activate when manually grounded at the PDC connector or when commanded with a scan tool, and that voltage and reset procedures were completed.

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