



## STAR ONLINE PUBLICATION



**Case Number:** S2624000007

**Release Date:** June 2026

**Symptom/Vehicle Issue:** A/C Inoperative Or Intermittently Inoperative.

**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 may find the A/C system inoperative. This condition may present as no A/C relay activation, no compressor engagement, or similar symptoms when commanded by customer controls or a scan tool.

Low voltage DTCs may also be present in the system. In cases where a low battery voltage event is identified, it is critical that SOL S2624000004 REV. B is followed prior to performing any further diagnostics. Failure to complete this procedure may result in misdiagnosis or unnecessary component replacement.

After performing diagnostics on the A/C system following the Non-DTC A/C Performance Test, if all voltage checks, circuit integrity tests, and system pressures are found to be within specification, do not replace any components. There is potential for poor connection integrity across A/C system components that can result in a no-operation or intermittent condition. Components such as the A/C pressure sensors, ambient temperature sensor, A/C compressor, and related connectors can contribute to a non-operational system. If Active or Stored DTCs are present, thoroughly inspect

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**Contact STAR Center, or your Technical Assistance Center Via TechCONNECT or eCONTACT ticket if no solution is found**



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the connectors associated with those faults for terminal integrity, proper fit, and signs of damage.

Prior to ordering or replacing parts, inspect all related connectors, with particular attention to the A/C compressor connector. Disconnect and reconnect connectors as necessary, ensuring they are fully seated and properly mated. After completing this step, retest the system for normal operation. If the system operates correctly, return the vehicle to the customer.

If the condition persists or remains intermittent, create a STAR case for further assistance and diagnostic direction.

If the vehicle has returned for a second time or has had multiple repair attempts for the same condition create a STAR case and ask for it to be escalated to FTS for engineering review.

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