



STAR ONLINE PUBLICATION



Case Number: S238A000038 Rev. D

Release Date: September 2026

Models Affected:

2022 – 2026 Jeep Grand Cherokee (WL)

Symptom/Vehicle Issue: Auto Emergency Braking (AEB) Unavailable – Service Required Message In Cluster

Discussion: Customer may notice after making changes to settings in the radio, a pop-up message shows on the cluster for AEB Unavailable – Service Required. Engineering is currently working on a radio software enhancement to correct this concern. Estimated availability is in Q4 2026.

It is suggested to not make more than 4 setting changes in the radio settings (Fig 2), in the same ignition cycle to avoid this concern.

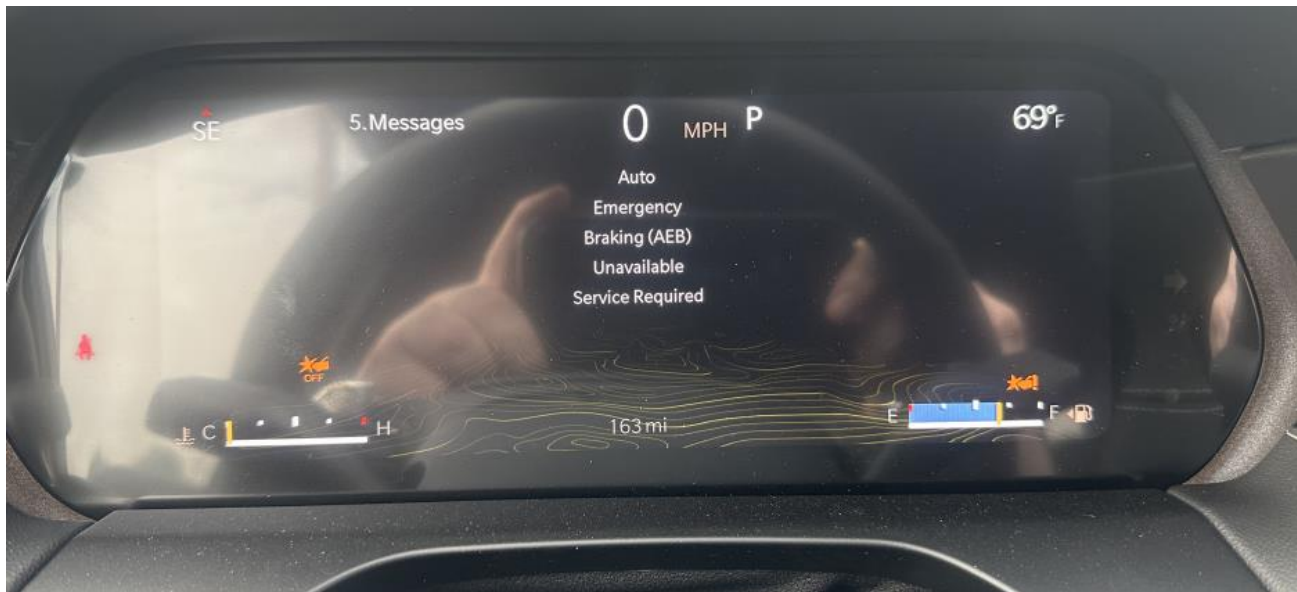


Fig 1

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.



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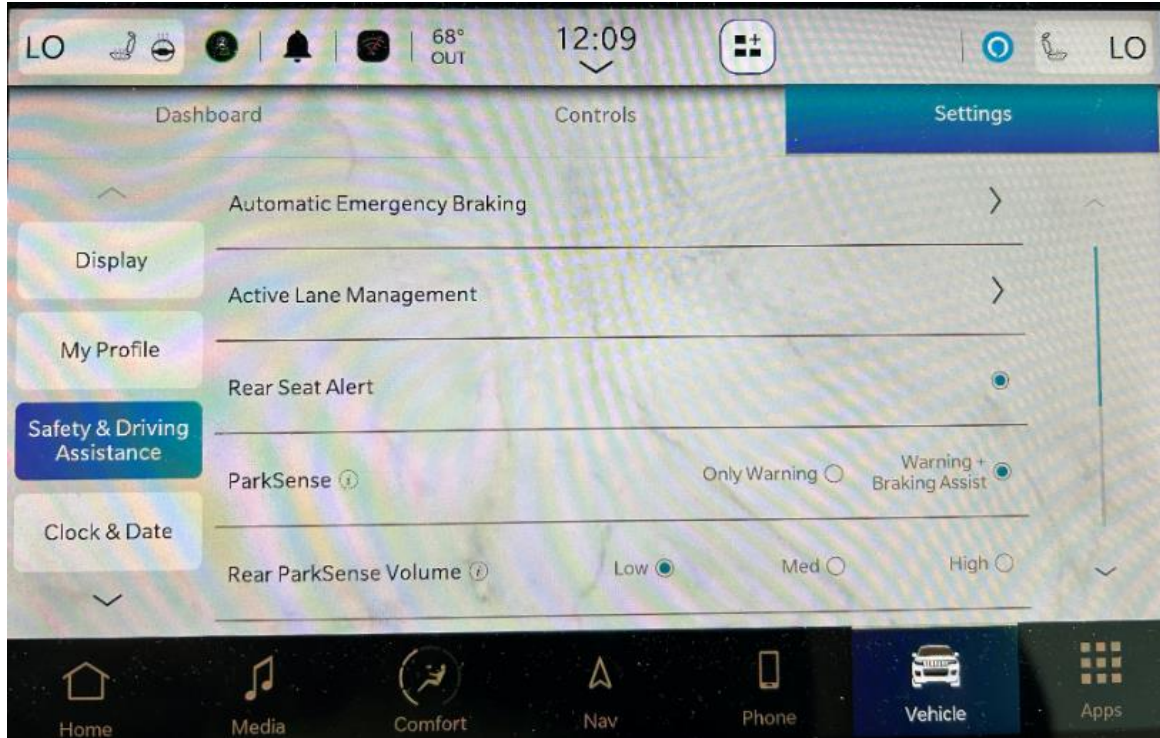


Fig 2

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