STAR ONLINE PUBLICATION

Case Number: S2423000027 Rev. D

Release Date: February 2026

Symptom/Vehicle Issue: Horn Sound Is Weak, Off Tone, Inoperative, Or Intermittent.

Affected Models:
2023-2026 Ram 1500 (DT), 2500 (DJ), 3500 (DD D2), 4500 5000 (DP), Promaster (VF)

2023-2026 Jeep Grand Cherokee (WL), Wagoneer (WS), Wrangler (JL), Gladiator (JT), Wagoneer S (KM), Compass (MP).

2023-2026 Dodge Durango (WD)

Customer Complaint/Technician Observation: Owner complains the horns do not sound correct or work.

Discussion: Several parts were returned without issues. Review the horn system test below. Ensure the low and high note horns sound proper. If weak or abnormal, take these steps:

Record any Diagnostic Trouble Codes (DTC) on the repair order and perform DTC diagnostics first. If unresolved, disconnect the negative battery cable, wait two minutes for capacitor discharge, then proceed with further diagnosis. Reconnect the battery and test operation. If the horn(s) remain inoperative, proceed to the next steps.

Refer to Service Library Group 29-Non-DTC Diagnostics, Circuit Testing Procedures. Use Test Lead Kit 2064100081 for probing, and never face or back probe terminals to avoid pin damage.

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.

Other diagnosis:

1. Verify that the fuse in the Power Distribution Center (PDC) is not open and its installation is correct (fully inserted and making connection). Refer to the following fuse numbers by model to identify the correct fuse.

   - DT ..... **F40** 20 A
   - DJ, D2, DD, DP..... **F42** 20 A
   - KM ..... **F34** 20 A
   - JL, JT..... **F91** 20 A
   - VF ..... **F10** 15 A
   - MP ..... **F65** 20 A
   - WS ..... **F66** 20 A
   - WD ..... **F42** 20 A

2. Turn off the ignition, disconnect the horns, and bench test them using a terminal test kit. Ensure they operate between 9.3V and 16V, ideally at 13V, with a max current draw of 6 amps (single horn) or 12 amps (dual horns). Note - Horn tones weaken when the battery voltage is low. Did the horn work?

<<<**Yes**>>> Continue to step 3 below.
<<<**No**>>> Replace the inoperative horn.

3. Disconnect all harness connectors from the Power Distribution Center (PDC), Body Control Module (BCM) or Steering Column Control Module (SCCM) for the circuit tested. Inspect the harness connectors, components, and terminals for the following conditions:

- Proper connector installation.
- Check for damaged connector locks, corrosion, or signs of water intrusion.
- Bent terminals.
- Overheating due to poor connection (terminal discolored)
- Terminals pushed into the connector cavity.
- Perform a terminal drag test to check terminal tension.

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4. Reconnect all harness connectors, clear the DTCs with the scan tool, operate the vehicle under the conditions that triggered them, then check the current DTCs. Are BCM or SCCM-related DTCs still present?

<<<**Yes**>>> Replace the affected assembly - PDC, BCM, or SCCM. Perform Body Test.
<<<**No**>>> Perform Body Test.

5. If the horn sounds while turning or driving, check the Clock Spring in the SCCM for a possible short circuit, provided the wiring is in good condition.

6. Verify the horn switch for proper operation and ensure it is defect-free by following these service instructions - 08 - Electrical / 8H - Horn / SWITCH, Horn / Diagnosis and Testing –. Note: The horn switch is part of the Driver Airbag (DAB), non-repairable. Replace the entire DAB if faulty or damaged.

7. As a last option, turn on the ignition and refer to the Service Library wiring diagram for the horn circuit on the vehicle being inspected. With an assistant pressing the horn button, use a Digital Volt-Ohm Meter to measure voltage, from the PDC relay output to the horn. Also, check ground at the BCM low current relay coil harness connectors.

Is voltage present?

<<<**Yes**>>> Check and repair the circuit for a voltage short. Perform Body Test.
<<<**No**>>> Check the PDC harness for open circuit or connection issues.

Is there continuity to ground?

<<<**Yes**>>> Check and repair the circuit for ground short. Perform Body Test.
<<<**No**>>> Check the BCM harness connections for issues.

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Reference this this STAR Online Publication number in claim notes. Indicate if this helped with root causing the horn condition and repair.

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