



U.S. Department  
of Transportation  
**National  
Highway  
Traffic Safety  
Administration**

## ODI RESUME

OFFICE OF DEFECTS INVESTIGATION

**Investigation:** PE24006

**Prompted By:** VOQ Review

**Date Opened:** 02/27/2024

**Date** 09/26/2025

**Closed:**

**Investigator:** Robert Caple

**Reviewer:** Bruce York

**Approver:** Tanya Topka

**Subject:** Back up camera failure

### MANUFACTURER & PRODUCT INFORMATION

**Manufacturer:** Chrysler (FCA US, LLC)

**Products:** 2018-2020 Dodge Journey

**Population:** 226,250

**Problem** Back up camera failure

**Description:**

### FAILURE REPORT SUMMARY

|                              | ODI | Manufacturer | EWR D&I | Other | Total      | EWR Field Reports |
|------------------------------|-----|--------------|---------|-------|------------|-------------------|
| <b>All Incidents:</b>        | 73  | 443          | 0       | 5,259 | 5,409<br>* | CONF              |
| <b>Crashes/Fires:</b>        | 2   | 0            | 0       | 0     | 2          | 0                 |
| <b>Injury Incidents:</b>     | 0   | 0            | 0       | 0     | 0          | 0                 |
| <b>Number of Injuries:</b>   | 0   | 0            | 0       | 0     | 0          | 0                 |
| <b>Fatality Incidents:</b>   | 0   | 0            | 0       | 0     | 0          | 0                 |
| <b>Number of Fatalities:</b> | 0   | 0            | 0       | 0     | 0          | 0                 |

**Description of Other:**

Manufacturer Warranty Claims

\*Total eliminates duplicates received by the manufacturer

### ACTION/SUMMARY INFORMATION

**Action:** This (PE) Preliminary Evaluation is closed with 25V552, 25E052.

**Summary:**

On February 27, 2024, the Office of Defects Investigation (ODI) opened this Preliminary Evaluation (PE) to investigate complaints alleging a loss of back up camera function in Model Year (MY) 2018 through 2020 Dodge Journey vehicles. Complainants reported experiencing black screens, upside down images, flashing images, or blurred images. A back up camera that does not display correctly increases the likelihood of a crash or injury.

Analysis of warranty data provided in response to ODI's information request letter demonstrated a pattern of elevated warranty claims in subject vehicles built in calendar years (CY) 2019 and 2020. The rate of camera related warranty repairs for models built in CY 2019-2020 was nearly double that of vehicles built in CY 2017-2018. This increase in warranty claims occurred after the introduction of a new camera part number.

ODI presented this analysis to FCA in February 2025. In response, FCA started a review of component change history in February 2025 and opened an internal investigation into MY 2019-2020 Dodge Journey and 2019-2021 Ram Promaster vehicles in May of 2025.

On August 26, 2025, FCA submitted a Part 573 Safety Recall Report to the agency. In the report, FCA notes that a damaged microprocessor may cause the camera to not function properly. FCA will replace defective cameras in the recalled vehicles with an updated part that mitigates the issue. See NHTSA recalls 25V552 and 25E052 for further details. Based on available information, FCA's recalls address the alleged defect identified in this PE. Accordingly, this investigation is closed. The Agency reserves the right to take additional action if warranted by future circumstances. To review the ODI reports cited in the Closing Resume ODI Report Identification Number document, go to [NHTSA.gov](https://www.nhtsa.gov).