



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
Investigator: Robert Caple **Reviewer:** Bruce York-B
Approver: Tanya Topka
Subject: Back up camera failure

MANUFACTURER & PRODUCT INFORMATION

Manufacturer: Chrysler (FCA US, LLC)
Affected Manufacturers: Chrysler
Products: 2018-2020 Dodge Journey
Population: 226,249 (Estimated)

Problem Description: Back up camera failure

FAILURE REPORT SUMMARY

	ODI	Manufacturer	EWR D&I	Other	Total	EWR Field Reports
All Incidents:	26	0	0	0	26	0
Crashes/Fires:	0	0	0	0	0	0
Injury Incidents:	0	0	0	0	0	0
Fatality Incidents:	0	0	0	0	0	0

ACTION/SUMMARY INFORMATION

Action: Open Preliminary Evaluation (PE)

Summary:

The Office of Defects Investigation has identified 26 Vehicle Owner Questionnaire (VOQ) for 2018 through 2020 model year (MY) Dodge Journey alleging a loss of back up camera function. The complaints allege they are experiencing black screens, upside down images, flashing images, or blurred images. A back up camera that does not display correctly can increase the likelihood of a crash or injury.

ODI is opening this Preliminary Evaluation (PE) to assess the scope, frequency, and severity of the potential problem and to fully assess the potential safety-related problem. To review the ODI reports cited in the Opening Resume ODI Report Identification Number document, go to [NHTSA.gov](https://www.nhtsa.gov).