

Part 573 Safety Recall Report

18V-398

Manufacturer Name : Chrysler (FCA US LLC)**Submission Date :** JUN 14, 2018**NHTSA Recall No. :** 18V-398**Manufacturer Recall No. :** U56**Manufacturer Information :**

Manufacturer Name : Chrysler (FCA US LLC)

Address : 800 Chrysler Drive
CIMS 482-00-91 Auburn Hills MI
48326-2757

Company phone : 1-800-853-1403

Population :

Number of potentially involved : 1,837

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2018-2018 Ram 1500

Vehicle Type :

Body Style : PICKUP TRUCK

Power Train : NR

Descriptive Information : Some 2018 MY 1500 Ram Truck vehicles equipped with rearview mirror backup camera display (sales code GN4) may, under certain circumstances, experience a loss of rearview image display. The vehicle population was determined by vehicles, built from May 1, 2018, through May 10, 2018, when updated mirror software was placed into production. Similar vehicles not included in the recall were built after May 10, 2018, and have updated software internal to the mirror to display the rearview image.

Production Dates : MAY 01, 2018 - MAY 10, 2018

VIN Range 1 : Begin : NR End : NR

 Not sequential

Vehicle 2 : 2018-2018 Dodge Journey

Vehicle Type :

Body Style : SUV

Power Train : NR

Descriptive Information : Some 2018 MY Dodge Journey vehicles equipped with rearview mirror rearview camera display (sales code GN4) may, under certain circumstances, experience a loss of rearview image display. The vehicle population was determined by vehicles, built from May 1, 2018, through May 09, 2018, when updated mirror software was placed into production. Similar vehicles not included in the recall were built after May 9, 2018, and have updated software internal to the mirror to display the rearview image.

Production Dates : MAY 01, 2018 - MAY 09, 2018

VIN Range 1 : Begin : NR End : NR

 Not sequential

Vehicle 3 : 2018-2018 Ram 2500

Vehicle Type :

Body Style : PICKUP TRUCK

Power Train : NR

Descriptive Information : Some 2018 MY 2500 Ram Truck vehicles equipped with rearview mirror backup camera display (sales code GN4) may, under certain circumstances, experience a loss of rearview image display. The vehicle population was determined by vehicles, built from May 1, 2018, through May 11, 2018, when updated mirror software was placed into production. Similar vehicles not included in the recall were built after May 11, 2018, and have updated software internal to the mirror to display the rearview image.

Production Dates : MAY 01, 2018 - MAY 11, 2018

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 4 : 2018-2018 Ram 3500

Vehicle Type :

Body Style : PICKUP TRUCK

Power Train : NR

Descriptive Information : Some 2018 MY 3500 Ram Truck vehicles equipped with rearview mirror backup camera display (sales code GN4) may, under certain circumstances, experience a loss of rearview image display. The vehicle population was determined by vehicles, built from May 1, 2018, through May 11, 2018, when updated mirror software was placed into production. Similar vehicles not included in the recall were built after May 11, 2018, and have updated software internal to the mirror to display the rearview image.

Production Dates : MAY 01, 2018 - MAY 11, 2018

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Description of Noncompliance :

Description of the Noncompliance : FMVSS No. 111, Rear Visibility, requires a rearview image to be displayed at the beginning of each backing event. The potential for loss of rearview image for the current ignition cycle while in reverse, results in the required image not being displayed at the beginning of a backing event.

FMVSS 1 : 111 - Rearview mirrors

FMVSS 2 : NR

Description of the Safety Risk : A loss of rearview image could lead to increased risk of injury to people outside of the vehicle in the event the driver does not check surroundings through traditional means.

Description of the Cause : NR

Identification of Any Warning that can Occur : The rearview image may not be available at the beginning of a backing event.

Supplier Identification :

Component Manufacturer

Name : Magna Mirrors
Address : 3575 128th Avenue
Holland MICHIGAN 49424
Country : United States

Chronology :

- On May 4, 2018, the issue of no rearview image display was identified in Toluca Assembly Plant on a Dodge Journey vehicle.
- On May 7, 2018, testing was performed that validated the image may not display under certain circumstances.
- During the week of May 7, 2018, Vehicle Safety and Regulatory Compliance ("VSRC") and engineering performed additional analysis.
- On June 7, 2018, FCA US determined, through the Vehicle Regulations Committee, to conduct a voluntary safety recall of the affected vehicles.

Description of Remedy :

Description of Remedy Program : FCA US will conduct a Voluntary Safety Recall to replace the rearview mirror in affected vehicles.

FCA US has a longstanding policy and practice of reimbursing owners who have incurred the cost of repairing a problem that subsequently becomes the subject of a field action. To ensure consistency, FCA US, as part of the owner letter, will request that customers send the original receipt and/or other adequate proof of payment to the company for confirmation of the expense.

How Remedy Component Differs from Recalled Component : Part Name: Rearview mirror with display
Part Description: Rearview mirror assembly with integrated rearview display
Part Number: 68104884AC
Comment: Internal mirror software was updated to prevent loss of synchronization of interrupts and baud rate, to allow the rearview image to display.

Identify How/When Recall Condition was Corrected in Production : NR

Recall Schedule :

Description of Recall Schedule : ** 06/14/2018: FCA US will notify dealers and begin notifying owners on or about August 3, 2018.
Planned Dealer Notification Date : AUG 03, 2018 - AUG 03, 2018
Planned Owner Notification Date : AUG 03, 2018 - AUG 03, 2018

* NR - Not Reported