

Part 573 Safety Recall Report

19V-886

Manufacturer Name : Chrysler (FCA US LLC)**Submission Date :** DEC 12, 2019**NHTSA Recall No. :** 19V-886**Manufacturer Recall No. :** VE2**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 : 20,441

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2018-2019 Chrysler Pacifica

Vehicle Type :

Body Style : VAN

Power Train : NR

Descriptive Information : The radio display of some 2018 to 2019 MY Chrysler Pacifica vehicles built with 8.4" radio display, 360 degree surround view camera system, and seat back video screens may, under certain circumstances, continue to display the rearview image until a drive cycle ends.

The suspect radios were assembled into vehicles from May 1, 2018, when Federal Motor Vehicle Safety Standard ("FMVSS") 111 (49 CFR 571.111) rearview camera requirements became effective, through May 23, 2019, when vehicles were assembled with radios that contained updated software. The suspect period was determined using plant and supplier production records.

Similar vehicles not included in the recall population were produced before or after the suspect period or were not equipped with the combination of 8.4" radio display, 360 degree surround view camera system, and seat back video screens.

Production Dates : MAY 01, 2018 - MAY 23, 2019

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Description of Noncompliance :

Description of the Noncompliance : FMVSS 111, Rear Visibility, S6.2.4 Linger time requires that "The rearview image meeting the requirements of S6.2.1 and S6.2.2 shall not be displayed after the backing event has ended." S4. Definitions, "Backing event" is defined as "an amount of time which starts when the vehicle's direction selector is placed in reverse, and ends [...] when the vehicle forward motion reaches: [...] (c) a continuous duration of 10 seconds." In certain situations, the rearview image in suspect vehicles will linger until a drive cycle ends, which can be longer than 10 seconds.

FMVSS 1 : 111 - Rearview mirrors

FMVSS 2 : NR

Description of the Safety Risk : If the rearview image is displayed after the backing event has ended, a driver may be distracted by the image which can cause a vehicle crash without prior warning.

Description of the Cause : NR

Identification of Any Warning that can Occur : None.

Supplier Identification :**Component Manufacturer**

Name : Panasonic

Address : 776 Hwy 74S
Peachtree City GEORGIA 30269

Country : United States

Chronology :

- On August 13, 2019, FCA US LLC ("FCA US") Engineering notified the FCA US Vehicle Safety and Regulatory Compliance ("VSRC") organization of a potential for the rearview image to display longer than the allowable 10 second linger time.
- In November 2019, the FCA US VSRC organization confirmed that a certain radio software level can, under certain circumstances, display the rearview image until a drive cycle ends, and also confirmed the scope of vehicles potentially affected by the condition.
- On December 5, 2019, 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 flash the suspect radios with updated software. (Remedy Part Numbers: 68429204AB, 68429204AC, 68461768AA, 68429201AB, 68429201AC, 68461774AA).

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: Radio

Part Description: Radio

Part Number: 68351931AH, 68351931AI, 68401447AB, 68308807AH, 68308807AI, 68401442AB

Part Comment: Radio software updated to return display to intended functionality after a backing event.

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

Recall Schedule :

Description of Recall Schedule : **12/12/2019: FCA US will notify dealers and begin notifying owners on or about 01/31/2020.

Planned Dealer Notification Date : JAN 31, 2020 - JAN 31, 2020

Planned Owner Notification Date : JAN 31, 2020 - JAN 31, 2020

* NR - Not Reported