



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

1200 New Jersey Avenue SE  
Washington, DC 20590

April 7, 2020

Ms. Jennifer Shute  
Sr Mgr Safety Recall Execution  
Chrysler (FCA US LLC)  
800 Chrysler Drive  
CIMS 482-00-91  
Auburn Hills, MI 48326

NEF-150DM  
20V-191

**Subject:** Rearview Image Can Remain on Display/FMVSS 111

Dear Ms. Shute:

This letter serves to acknowledge Chrysler (FCA US LLC)'s notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

CHRYSLER/PACIFICA/2019-2020  
DODGE/CHALLENGER/2019  
DODGE/DURANGO/2019-2020  
JEEP/CHEROKEE/2020  
JEEP/GLADIATOR/2020  
JEEP/GRAND CHEROKEE/2019-2020  
JEEP/RENEGADE/2019-2020  
JEEP/WRANGLER/2019-2020  
RAM/1500/2019-2020  
RAM/2500/2019-2020  
RAM/3500/2019-2020

**Mfr's Report Date:** April 2, 2020

**NHTSA Campaign Number:** 20V-191

**Components:**

BACK OVER PREVENTION: SENSING SYSTEM: CAMERA

**Potential Number of Units Affected:** 318,537

**Problem Description:**

Chrysler (FCA US LLC) is recalling certain 2020 Jeep Gladiator and Jeep Cherokee, 2019-2020 Ram 1500 Pickup, Ram 2500 Pickup, Ram 3500 Pickup, Chrysler Pacifica, Dodge Durango, Jeep Grand Cherokee, Jeep Wrangler, and Jeep Renegade and 2019 Dodge Challenger vehicles equipped with 8.4" or 12" radio displays. A software error can cause the rearview camera image to remain displayed after the vehicle has been shifted out of reverse. As such, these vehicles fail to comply with the requirements of Federal Motor Vehicle Safety Standard (FMVSS) number 111, "Rearview Mirrors."

**Consequence:**

The lingering rearview image can distract the driver, increasing the risk of a crash.

**Remedy:**

Chrysler will notify owners, and dealers will update the radio display software, free of charge. The recall is expected to begin May 22, 2020. Owners may contact Chrysler customer service at 1-800-853-1403. Chrysler's number for this recall is W30-W37.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.safercar.gov](http://www.safercar.gov).

Under 49 U.S.C. § 30112(a), it is illegal for anyone, including a manufacturer, distributor, dealer, or retailer to sell an item of equipment or vehicle that fails to comply with all applicable Federal motor vehicle safety standards.

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be DeMara Magruder who may be reached by phone at (202) 366-8538, or by email at [demara.magruder@dot.gov](mailto:demara.magruder@dot.gov). We look forward to working with you.

Sincerely,



Joshua Neff  
Chief, Recall Management Division  
Office of Defects Investigations  
Enforcement