

# Part 573 Safety Recall Report

# 20V-191

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

**Submission Date :** APR 02, 2020

**NHTSA Recall No. :** 20V-191

**Manufacturer Recall No. :** W30-W37



## 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 :** 318,537

**Estimated percentage with defect :** 100 %

## Vehicle Information :

**Vehicle 1 :** 2019-2020 Ram 1500 Pickup

**Vehicle Type :**

**Body Style :** PICKUP TRUCK

**Power Train :** NR

**Descriptive Information :** The radio display of some 2019 to 2020 MY Ram 1500 vehicles built with 8.4" or 12" radio display may, under certain circumstances, continue to display the rearview image until a drive cycle ends.

The suspect period was determined using plant production records. The suspect radios with 8.4" displays were assembled into vehicles from July 5, 2019, through October 30, 2019. The suspect radios with 12" displays were assembled into vehicles from January 19, 2019 to March 27, 2020. Similar vehicles not included in the recall population were produced before or after the suspect periods or were not equipped with either the 8.4" or 12" radio display.

The total affected vehicles for this model is 117,194.

**Production Dates :** JAN 19, 2019 - MAR 27, 2020

**VIN Range 1 : Begin :**

NR

**End :** NR

Not sequential

Vehicle 2 : 2019-2020 Ram 2500 Pickup

Vehicle Type :

Body Style : PICKUP TRUCK

Power Train : NR

**Descriptive Information :** The radio display of some 2019 to 2020 MY Ram 2500 vehicles built with 8.4" or 12" radio display may, under certain circumstances, continue to display the rearview image until a drive cycle ends.

The suspect period was determined using plant production records. The suspect radios with 8.4" displays were assembled into vehicles from December 17, 2018, through October 10, 2019. The suspect radios with 12" displays were assembled into vehicles from December 17, 2018 to March 27, 2020. Similar vehicles not included in the recall population were produced before or after the suspect periods or were not equipped with either the 8.4" or 12" radio display.

The total affected vehicles for this model is 38,800.

**Production Dates :** DEC 17, 2018 - MAR 27, 2020

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 3 : 2019-2020 Ram 3500 Pickup

Vehicle Type :

Body Style : PICKUP TRUCK

Power Train : NR

**Descriptive Information :** The radio display of some 2019 and a single, specific 2020 MY Ram 3500 vehicle built with 8.4" or 12" radio display may, under certain circumstances, continue to display the rearview image until a drive cycle ends.

The suspect period was determined using plant production records. The suspect radios with 8.4" displays were assembled into vehicles on March 21, 2019. The suspect radio with a 12" display was assembled into a vehicle on September 27, 2019. Similar vehicles not included in the recall population were produced before or after the suspect periods or were not equipped with either the 8.4" or 12" radio display.

The total affected vehicles for this model is 4.

**Production Dates :** MAR 21, 2019 - SEP 27, 2019

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 4 : 2019-2020 Chrysler Pacifica

Vehicle Type :

Body Style : VAN

Power Train : NR

**Descriptive Information :** The radio display of some 2019 to 2020 MY Chrysler Pacifica vehicles built with 8.4" radio display may, under certain circumstances, continue to display the rearview image until a drive cycle ends.

The suspect period was determined using plant production records. The suspect radios with 8.4" displays were assembled into vehicles from June 27, 2019 through November 26, 2019. Similar vehicles not included in the recall population were produced before or after the suspect period or were not equipped with the 8.4" radio display.

The total affected vehicles for this model is 20,312.

**Production Dates :** JUN 27, 2019 - NOV 26, 2019

**VIN Range 1 : Begin :**

NR

**End :** NR

Not sequential

Vehicle 5 : 2019-2019 Dodge Challenger

Vehicle Type :

Body Style : 2-DOOR

Power Train : NR

**Descriptive Information :** The radio display of some 2019 MY Dodge Challenger vehicles built with 8.4" radio display may, under certain circumstances, continue to display the rearview image until a drive cycle ends.

The suspect period was determined using plant production records. The suspect radios with 8.4" displays were assembled into vehicles from January 16, 2019 through November 4, 2019. Similar vehicles not included in the recall population were produced before or after the suspect period or were not equipped with the 8.4" radio display.

The total affected vehicles for this model is 1,008.

**Production Dates :** JAN 16, 2019 - NOV 04, 2019

**VIN Range 1 : Begin :**

NR

**End :** NR

Not sequential

Vehicle 6 : 2019-2020 Jeep Grand Cherokee

Vehicle Type :

Body Style : SUV

Power Train : NR

**Descriptive Information :** The radio display of some 2019 to 2020 MY Jeep Grand Cherokee vehicles built with 8.4" radio display may, under certain circumstances, continue to display the rearview image until a drive cycle ends.

The suspect period was determined using plant production records. The suspect radios with 8.4" displays were assembled into vehicles from June 21, 2019 through October 17, 2019. Similar vehicles not included in the recall population were produced before or after the suspect period or were not equipped with the 8.4" radio display.

The total affected vehicles for this model is 72,733.

**Production Dates :** JUN 21, 2019 - OCT 17, 2019

**VIN Range 1 : Begin :**

NR

**End :** NR

Not sequential

Vehicle 7 : 2020-2020 Jeep Cherokee

Vehicle Type :

Body Style : SUV

Power Train : NR

**Descriptive Information :** The radio display of some 2020 MY Jeep Cherokee vehicles built with 8.4" radio display may, under certain circumstances, continue to display the rearview image until a drive cycle ends.

The suspect period was determined using plant production records. The suspect radios with 8.4" displays were assembled into vehicles from July 29, 2019 through October 16, 2019. Similar vehicles not included in the recall population were produced before or after the suspect period or were not equipped with the 8.4" radio display.

The total affected vehicles for this model is 5,509.

**Production Dates :** JUL 29, 2019 - OCT 16, 2019

**VIN Range 1 : Begin :**

NR

**End :** NR

Not sequential

Vehicle 8 : 2019-2020 Jeep Wrangler

Vehicle Type :

Body Style : SUV

Power Train : NR

**Descriptive Information :** The radio display of some 2019 to 2020 MY Jeep Wrangler vehicles built with 8.4" radio display may, under certain circumstances, continue to display the rearview image until a drive cycle ends.

The suspect period was determined using plant production records. The suspect radios with 8.4" displays were assembled into vehicles from July 2, 2019, through October 14, 2019. Similar vehicles not included in the recall population were produced before or after the suspect period or were not equipped with the 8.4" radio display.

The total affected vehicles for this model is 22,530.

**Production Dates :** JUL 02, 2019 - OCT 14, 2019

**VIN Range 1 : Begin :**

NR

**End :** NR

Not sequential

Vehicle 9 : 2020-2020 Jeep Gladiator

Vehicle Type :

Body Style : PICKUP TRUCK

Power Train : NR

**Descriptive Information :** The radio display of some 2020 MY Jeep Gladiator vehicles built with 8.4" radio display may, under certain circumstances, continue to display the rearview image until a drive cycle ends.

The suspect period was determined using plant production records. The suspect radios with 8.4" displays were assembled into vehicles from March 25, 2019, through October 18, 2019. Similar vehicles not included in the recall population were produced before or after the suspect period or were not equipped with the 8.4" radio display.

The total affected vehicles for this model is 25,554.

**Production Dates :** MAR 25, 2019 - OCT 18, 2019

**VIN Range 1 : Begin :**

NR

**End :** NR

Not sequential

Vehicle 10 : 2019-2020 Dodge Durango

Vehicle Type :

Body Style : SUV

Power Train : NR

**Descriptive Information :** The radio display of some 2019 to 2020 MY Dodge Durango vehicles built with 8.4" radio display may, under certain circumstances, continue to display the rearview image until a drive cycle ends.

The suspect period was determined using plant production records. The suspect radios with 8.4" displays were assembled into vehicles from June 25, 2019 through October 22, 2019. Similar vehicles not included in the recall population were produced before or after the suspect period or were not equipped with the 8.4" radio display.

The total affected vehicles for this model is 11,718.

**Production Dates :** JUN 25, 2019 - OCT 22, 2019

**VIN Range 1 : Begin :**

NR

**End :** NR

Not sequential

Vehicle 11 : 2019-2020 Jeep Renegade

Vehicle Type :

Body Style : SUV

Power Train : NR

**Descriptive Information :** The radio display of some 2019 to 2020 MY Jeep Renegade vehicles built with 8.4" radio display may, under certain circumstances, continue to display the rearview image until a drive cycle ends.

The suspect period was determined using plant production records. The suspect radios with 8.4" displays were assembled into vehicles from May 23, 2019, through March 11, 2020. Similar vehicles not included in the recall population were produced before or after the suspect period or were not equipped with the 8.4" radio display.

The total affected vehicles for this model is 3,175.

**Production Dates :** MAY 23, 2019 - MAR 11, 2020

**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 repeatedly and/or continuously shifting attention in attempt(s) to cancel the image which can cause a vehicle crash without prior warning.

Description of the Cause : NR

Identification of Any Warning that can Occur : None

**Involved Components :**

Component Name 1 : Radio

Component Description : Please see attached supplemental information titled "FCA US LLC Recall Part Numbers - W30-W37 VP4R\_Rear View Camera - 04022020.pdf"

Component Part Number : See attached document referenced above.

**Supplier Identification :****Component Manufacturer**

Name : Panasonic

Address : 776 Hwy 74S

Peachtree City GEORGIA 30269

Country : United States

**Chronology :**

- On January 7, 2020, 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.
- On February 29, 2020, 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.
- During March 2020, FCA US organization identified and confirmed the scope of vehicles affected by the condition.
- On March 26, 2020, 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.

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 : The remedy component will be a radio software update to return the display to the intended functionality after a backing event has completed. Please see the attached supplemental information titled "FCA US LLC Remedy Part Numbers W30-W37 VP4R\_Rear View Camera 04022020.pdf".

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

## Recall Schedule :

Description of Recall Schedule : \*\*04/02/2020: FCA US will notify dealers and begin notifying owners on or about 05/22/2020.

Planned Dealer Notification Date : MAY 22, 2020 - MAY 22, 2020

Planned Owner Notification Date : MAY 22, 2020 - MAY 22, 2020

\* NR - Not Reported