



New Safety Recall Advanced Communication – W37

FCA US LLC (FCA US) has announced a safety recall on certain 2019 and 2020 Model Year (RU) Chrysler Pacifica vehicles equipped with an 8.4” radio display.

REASON FOR THIS SAFETY RECALL

Some of the above vehicles were built with an 8.4" radio display which may under certain circumstances, continue to display the rearview image until a drive cycle ends. 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.

The condition described above does not comply with Federal Motor Vehicle Safety Standard (FMVSS) No.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 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.

SERVICE ACTION

FCA US will conduct a voluntary safety recall to reprogram the suspect radios with updated software. Dealers will be notified of the launch of this safety recall by way of established communication methods. This recall is estimated to launch in 2nd Quarter of 2020.

We ask that you please take the time to ensure that your personnel are aware of this communication and are prepared to execute a customer friendly process for inquiries regarding involved vehicles.

Customer Services Field Operations
FCA US LLC