



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

1200 New Jersey Avenue SE  
Washington, DC 20590

September 24, 2021

Jennifer Shute  
Chrysler (FCA US, LLC)  
1000 Chrysler Drive  
Auburn Hills, MI 48326

NEF-107DM  
21V-729

**Subject:** Rearview Camera Image May Not Display/FMVSS 111

Dear Jennifer 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:**

JEEP/GRAND CHEROKEE/2021

**Mfr's Report Date:** September 21, 2021

**NHTSA Campaign Number:** 21V-729

**Components:**

BACK OVER PREVENTION: SENSING SYSTEM: CAMERA  
VISIBILITY:REARVIEW MIRRORS/DEVICES

**Potential Number of Units Affected:** 56,180

**Problem Description:**

Chrysler (FCA US, LLC) is recalling certain 2021 Jeep Grand Cherokee L vehicles. A radio software error may prevent the rearview image from displaying. As such, these vehicles fail to comply with the requirements of Federal Motor Vehicle Safety Standard number 111, "Rear Visibility."

**Consequence:**

A rearview camera that does not display an image reduces the driver's rear view, increasing the risk of a crash.

**Remedy:**

FCA US LLC will update the radio software, free of charge. Owner notification letters are expected to be mailed November 10, 2021. Owners may contact FCA US LLC customer service at 1-800-853-1403. FCA US LLC's number for this recall is Y67.

**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.nhtsa.gov](http://www.nhtsa.gov).

We have received Chrysler's proposed owner notification letter and it is approved for distribution.



Please be reminded of the following requirements:

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).

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.

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.

Chrysler (FCA US, LLC)'s contact for this recall will be DeMara Magruder who may be reached by email at [demara.magruder@dot.gov](mailto:demara.magruder@dot.gov). We look forward to working with you.

Sincerely,



Alex Ansley  
Chief, Recall Management Division  
Office of Defects Investigation  
Enforcement