

This notice applies to your vehicle,

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXXXX

Y67/NHTSA 21V-729

LOGO

VEHICLE PICTURE

# IMPORTANT SAFETY RECALL

## Radio Software Update

Dear [Name],

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

FCA US has decided that certain [2021 Model Year (WL) Jeep Grand Cherokee L] vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 111 - Rearview Mirrors, which requires that the rear visibility system default to the rearview image being visible, and meet the requirements of FMVSS No. 111 S6.2.1 (field of view) and S6.2.2 (image size) at the beginning of each backing event, regardless of any modifications to the field of view that the driver had previously selected. Suspect vehicles may not display the rear view image during a backing event.

### WHY DOES MY VEHICLE NEED REPAIRS?

The radio software on your vehicle <sup>[1]</sup> may malfunction during shutdown and fail to produce a display on the radio screen during subsequent key cycles. There is no warning that the rearview camera image will not display; however, the vehicle operator will notice that the rearview image is not displayed if attempting to reference the image while backing. If this warning is not heeded, **backing without verifying it is safe to do so could lead to an increased risk of injury to people outside the vehicle.**

### HOW DO I RESOLVE THIS IMPORTANT SAFETY ISSUE?

FCA US records indicate your vehicle <sup>[2]</sup> has already been remedied.

There is nothing you need to do regarding this recall.

### WHAT IF I ALREADY PAID TO HAVE THIS REPAIR COMPLETED?

If you have already experienced this specific condition and have paid to have it repaired, you may visit [www.fcarecallreimbursement.com](http://www.fcarecallreimbursement.com) to submit your reimbursement request online. <sup>[3]</sup> Once we receive and verify the required documents, reimbursement will be sent to you within 60 days. If you have had previous repairs performed and/or already received reimbursement, you may still need to have the recall repair performed.

If you have questions or concerns, which your dealer is unable to resolve, please contact the FCA Group Recall Assistance Center at either [fcarecalls.com](http://fcarecalls.com) or 1 800-853-1403.

We apologize for any inconvenience this error may have caused.

Thank you for your attention to this important matter.

Customer Assistance/Field Operations  
Fiat Chrysler Automobiles US LLC

### DEALERSHIP INSTRUCTIONS

Please reference Safety Recall Y67.



**Mr. Mrs. Customer**  
**1234 Main Street**  
**Hometown, MI 48371**

[1] If you no longer own this vehicle, please help us update our records. Call the FCA Recall Assistance Center at 1-800-853-1403 to update your information.

[2] If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, DC 20590, or you can call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [safercar.gov](http://safercar.gov).

[3] You can also mail in your original receipts and proof of payment to the following address for reimbursement consideration: FCA Customer Assistance, P.O. Box 21-8004, Auburn Hills, MI 48321-8007, Attention: Recall Reimbursement.

Note to lessors receiving this recall notice: Federal regulation requires that you forward this recall notice to the lessee within 10 days.