October 2022

Dealer Service Instructions for:

Safety Recall Z86 / NHTSA 22V-638
Rear View Camera

Effective immediately all repairs on involved vehicles are to be performed according to this recall. Service Bulletin (TSB) 08-015-21 and 08-088-21-REV.A is no longer applicable for the vehicles involved in this recall. Those vehicles that have already had this repair performed, as determined by our warranty records, have been excluded from this recall.

Remedy Available

2020-2021 (JL) Jeep® Wrangler
2020-2021 (DT) Ram 1500 Pickup
2021 (JT) Jeep® Gladiator

NOTE: This recall applies only to the above vehicles equipped with an EcoDiesel engine and radio sales codes UAM, UCM, UAG or UCG.

NOTE: Some vehicles above may have been identified as not involved in this recall and therefore have been excluded from this recall.

IMPORTANT: Some of the involved vehicles may be in dealer new vehicle inventory. Federal law requires you to complete this recall service on these vehicles before retail delivery. Dealers should also consider this requirement to apply to used vehicle inventory and should perform this recall on vehicles in for service. Involved vehicles can be determined by using the VIP inquiry process.

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Subject

The rear view camera on about 7,890 of the above vehicles with EcoDiesel engine and certain radios may experience persistent radio resets which may result in the rearview camera image not displaying during certain backing events. 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.

The condition above fails to conform to the requirements of Federal Motor Vehicle Safety Standard (FMVSS) No. 571.111 S6.2.6 which requires that "The rear visibility system default to the rearview image being visible, and meet the requirements of FMVSS 571.111 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."

Repair

Update the radio software to 1848.34 for model year 2020 vehicles, or 2036.06 for 2021 model year vehicles.

Parts Information

No parts are required to perform this service procedure.

Parts Return

No parts return required for this campaign.

Special Tools

The following special tools are required to perform this repair:

- NPN USB Flash Drive (8 GB or larger)

NOTE: An 8 GB USB flash drive is required for this update. It is also recommended to use a quality, name brand (Kingston®) flash drive over a generic USB flash drive.

Service Procedure

Is this a 2020 Model Year vehicle w/ Radio Software Level 18.xx.xx?

- YES >>> Proceed to Service Procedure A. Software Download
- NO >>> Proceed to Service Procedure B. Software Download

A. Software Download

1. Has an 8 GB USB flash drive been created?
   - YES >>> Proceed to Step 11.
   - NO >>> Proceed to Step 2
2. Perform the following steps to format the USB flash drive (Figure 1):
   a) Select "FAT32" format.
   b) Select "Default allocation size" under Allocation Unit Size.
   c) Select "Quick Format" under Format Options.
   d) Click "Start".

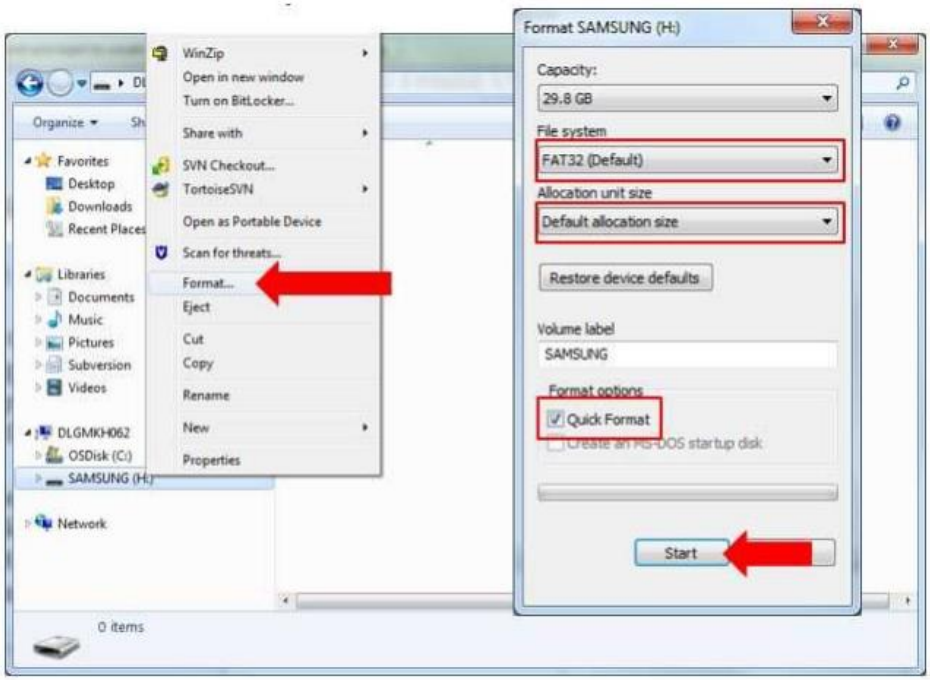

Figure 1 – Formatting the USB Flash Drive

Service Procedure [Continued]

3. Go to DealerCONNECT>Service>Uconnect Command Center>Uconnect>More Information>Dealer software downloads to download the files.

4. If a security message appears "Do you want to view only the web page content that was delivered securely?" (Figure 2). Press "No" to continue.

Figure 2 – Pop-Up Security Message

NOTE: If the software cannot be downloaded, make sure you have proper security access. If not, have the Service Manager or Shop Foreman download the software update.

5. Use a blank USB flash drive with at least 8 GB of space. Follow the on-screen instructions to download the software files.

Service Procedure [Continued]

6. Download the software update file to your local PC's desktop. Make sure to select the "MAC" radial button for all downloads (Figure 3).

Figure 3 – MAC Download Steps

7. Be sure to download the file to your PC's desktop and open it (Figure 4).

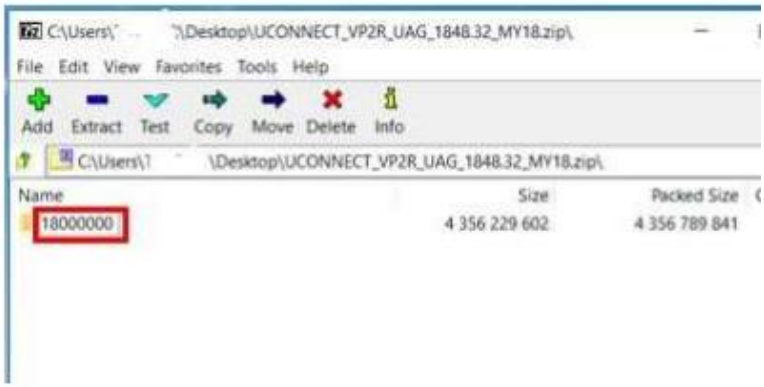

Figure 4 – Extracted File

NOTE: The USB should only contain a folder labeled "18000000" on it after files are extracted to it.

Service Procedure [Continued]

8. Extract the downloaded file to the USB flash drive (Figure 5).

Figure 5 – Extract File to USB

NOTE: It may take a few minutes for an accurate extraction time to be displayed.

9. Once the file is extracted to the USB flash drive, it is recommended to label the USB flash drive with the bulletin number and proper radio Sales Code.

NOTE: Eject the USB flash drive properly from your PC. Failure to eject the USB flash drive properly may result in an improper file byte size and cause the update to not fully download.

Service Procedure [Continued]

10. Perform the following steps to properly eject the USB flash drive (Figure 6):

    a) Right click on the location of the USB flash drive.
    b) Click "Eject" to avoid data corruption.
    c) Remove the USB flash drive from the PC.

Figure 6 – Ejecting the USB Flash Drive

NOTE: Verify the vehicle fuel level is at least 1/8 of a tank. If not, add fuel as required. If necessary, take vehicle out of ship mode and enter customer mode.

Service Procedure [Continued]

11. Shut off all remaining accessories for the duration of the update (flashers, climate controls, etc.).

12. Wait for the radio to fully power on and initialize. Ensure all splash, partner logo, animation, disclaimer and main screens have loaded, before starting the software update.

CAUTION! Ensure no other device is plugged into any of the USB ports while performing this update. If other devices are connected to the USB ports during the update, it may cause failure of files to be loaded. Failure to do so may cause the radio to need replacement.

NOTE: The engine must be running and radio powered on during the update. Failure to do so may result in the radio not being updated and create connectivity issues. DO NOT remove the USB flash drive during the update.

13. Start the vehicle and insert the USB flash drive into the USB port.

14. Wait for the software update pop-up window to appear on the screen.

NOTE: There can be more than one older current software level depending on vehicle/radio manufacture time of build.

15. Verify the screen states the following: “Current: 18XX.XX Update to: **1848.34** Approx time: 30 minutes”. Is the radio current software level at or higher than **1848.34?*

    - YES >>> The radio software is already up to date. Press “Cancel” to exit.
    - NO >>> The radio software needs to be updated. Proceed to Step 16.

NOTE: During the first 30 seconds of the software update, the current software is erased. The radio will then re-boot and re-start to begin the update of the software. Many software partitions are displayed on the screen during the update process.

Service Procedure [Continued]

16. Press "Yes" to start the update. The software update takes approximately 30 minutes to complete (Figure 7).

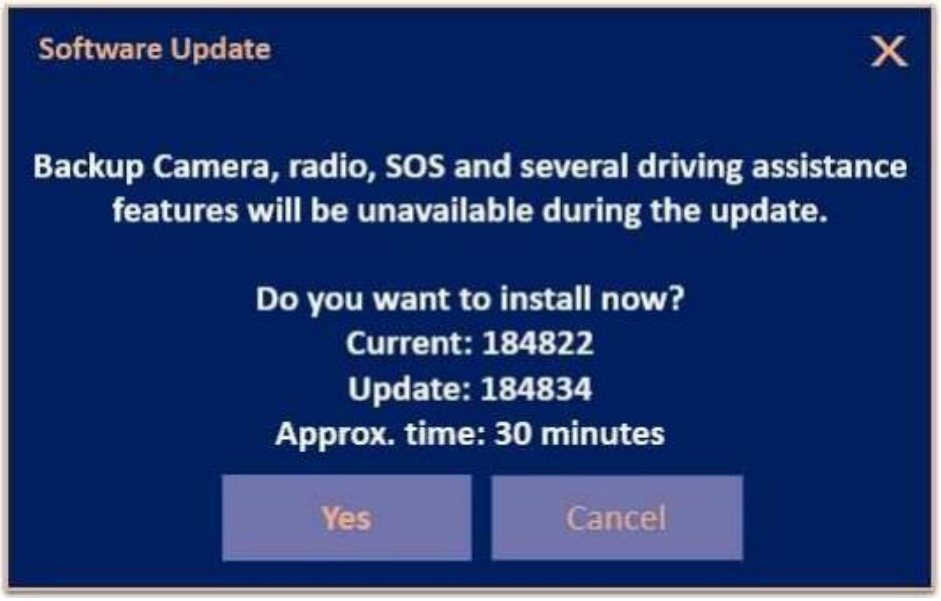

Figure 7 – Update Ready to Install

17. Did the update fail after insertion of the USB flash drive into the USB port?

- YES >>> Re-start update procedure at Step 11.
- NO >>> Proceed to Step 18.

Service Procedure [Continued]

NOTE: Do not remove the USB flash drive before you are instructed to (Figure 8).

Figure 8 – Do Not Remove Flash Drive

18. Wait for the "Radio was successfully updated" screen (Figure 9).

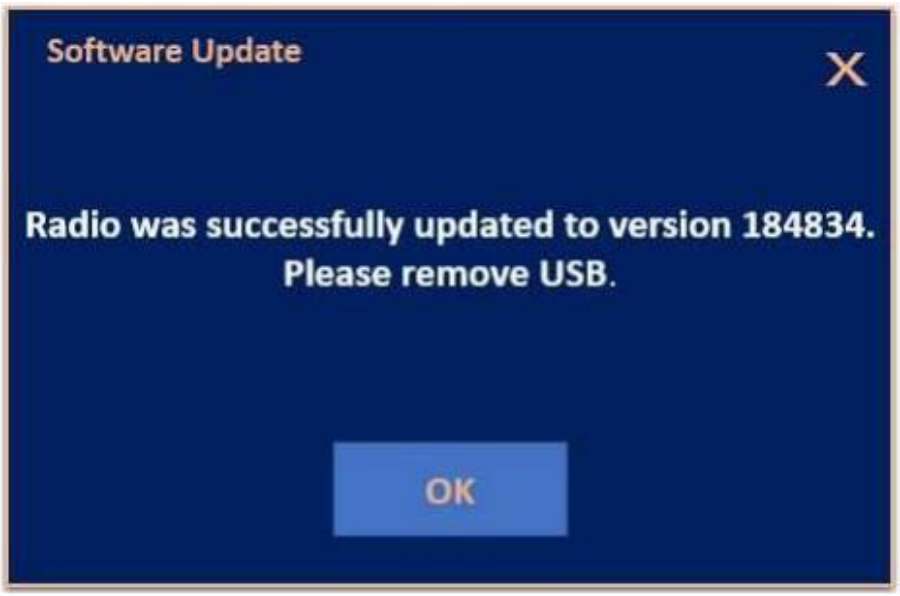

Figure 9 – Update Successful Screen

Service Procedure [Continued]

19. **Wait until radio resets and audio is heard before removing the USB flash drive.**

20. Verify the software version is **1848.34** by re-inserting the USB flash drive into the USB port. Did the Software Update pop-up again, displaying the following: "Current: **1848.34 Update to: 1848.34** Update not available to same software version"?

    - YES >>> The software update is complete, press “Cancel” then remove the USB flash drive from the USB port.
    - NO >>> Verify the file sizes on the USB flash drive to ensure they are correct and then attempt the update again. Re-start at Step 11.

21. Return the vehicle to the customer.

Service Procedure [Continued]

B. Software Download

1. Has an 8 GB USB flash drive been created?

   - YES >>> Proceed to Step 11.
   - NO >>> Proceed to Step 2

2. Perform the following steps to format the USB flash drive (Figure 1):

   e) Select "FAT32" format.
   f) Select "Default allocation size" under Allocation Unit Size.
   g) Select "Quick Format" under Format Options.
   h) Click "Start".

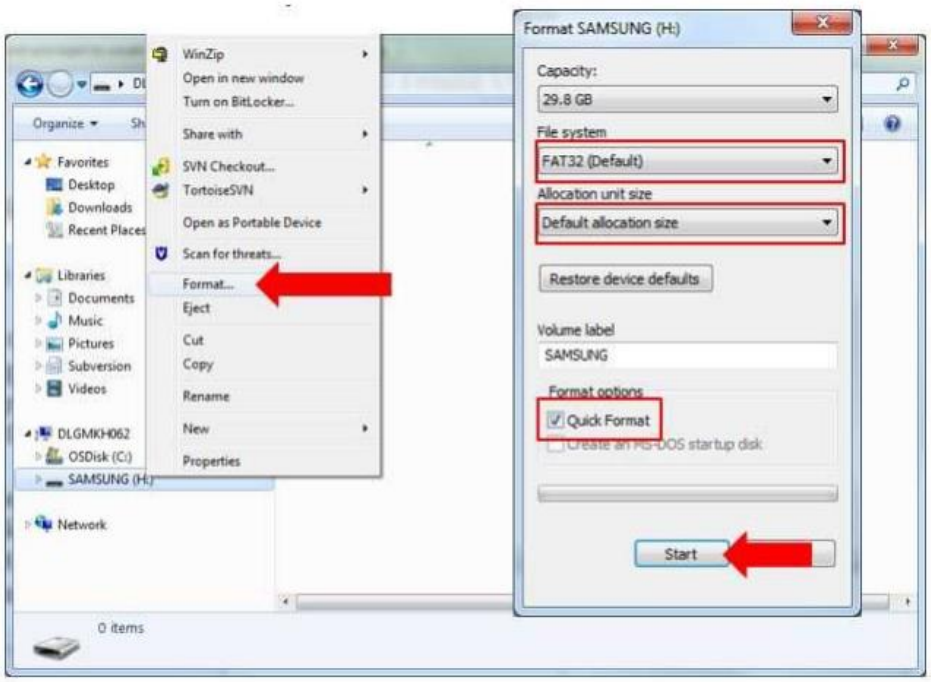

Figure 1 – Formatting the USB Flash Drive

Service Procedure [Continued]

3. Go to DealerCONNECT>Service>Uconnect Command Center>Uconnect>More Information>Dealer software downloads to download the files.

4. If a security message appears “Do you want to view only the web page content that was delivered securely?” (Figure 2). Press “No” to continue.

Figure 2 – Pop-Up Security Message

NOTE: If the software cannot be downloaded, make sure you have proper security access. If not, have the Service Manager or Shop Foreman download the software update.

5. Use a blank USB flash drive with at least 8 GB of space. Follow the on-screen instructions to download the software files.

Service Procedure [Continued]

6. Download the software update file to your local PC's desktop. Make sure to select the "MAC" radial button for all downloads (Figure 3).

Figure 3 – MAC Download Steps

7. Be sure to download the file to your PC's desktop and open it (Figure 4).

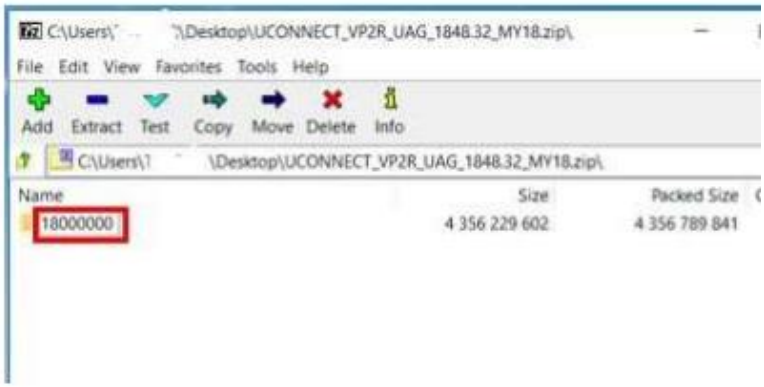

Figure 4 – Extracted File

NOTE: The USB should only contain a folder labeled "18000000" on it after files are extracted to it.

Service Procedure [Continued]

8. Extract the downloaded file to the USB flash drive (Figure 5).

Figure 5 – Extract File to USB

NOTE: It may take a few minutes for an accurate extraction time to be displayed.

9. Once the file is extracted to the USB flash drive, it is recommended to label the USB flash drive with the bulletin number and proper radio Sales Code.

NOTE: Eject the USB flash drive properly from your PC. Failure to eject the USB flash drive properly may result in an improper file byte size and cause the update to not fully download.

Service Procedure [Continued]

10. Perform the following steps to properly eject the USB flash drive (Figure 6):

    d) Right click on the location of the USB flash drive.
    e) Click "Eject" to avoid data corruption.
    f) Remove the USB flash drive from the PC.

Figure 6 – Ejecting the USB Flash Drive

NOTE: Verify the vehicle fuel level is at least 1/8 of a tank. If not, add fuel as required. If necessary, take vehicle out of ship mode and enter customer mode.

Service Procedure [Continued]

11. Shut off all remaining accessories for the duration of the update (flashers, climate controls, etc.).

12. Wait for the radio to fully power on and initialize. Ensure all splash, partner logo, animation, disclaimer and main screens have loaded, before starting the software update.

CAUTION! Ensure no other device is plugged into any of the USB ports while performing this update. If other devices are connected to the USB ports during the update, it may cause failure of files to be loaded. Failure to do so may cause the radio to need replacement.

NOTE: The engine must be running and radio powered on during the update. Failure to do so may result in the radio not being updated and create connectivity issues. DO NOT remove the USB flash drive during the update.

13. Start the vehicle and insert the USB flash drive into the USB port.

14. Wait for the software update pop-up window to appear on the screen.

NOTE: There can be more than one older current software level depending on vehicle/radio manufacture time of build.

15. Verify the screen states the following: “Current: 18XX.XX Update to: **2036.06** Approx time: 30 minutes”. Is the radio current software level at or higher than **2036.06?*

    - YES >>> The radio software is already up to date. Press “Cancel” to exit.
    - NO >>> The radio software needs to be updated. Proceed to Step 16.

NOTE: During the first 30 seconds of the software update, the current software is erased. The radio will then re-boot and re-start to begin the update of the software. Many software partitions are displayed on the screen during the update process.

Service Procedure [Continued]

16. Press "Yes" to start the update. The software update takes approximately 30 minutes to complete (Figure 7).

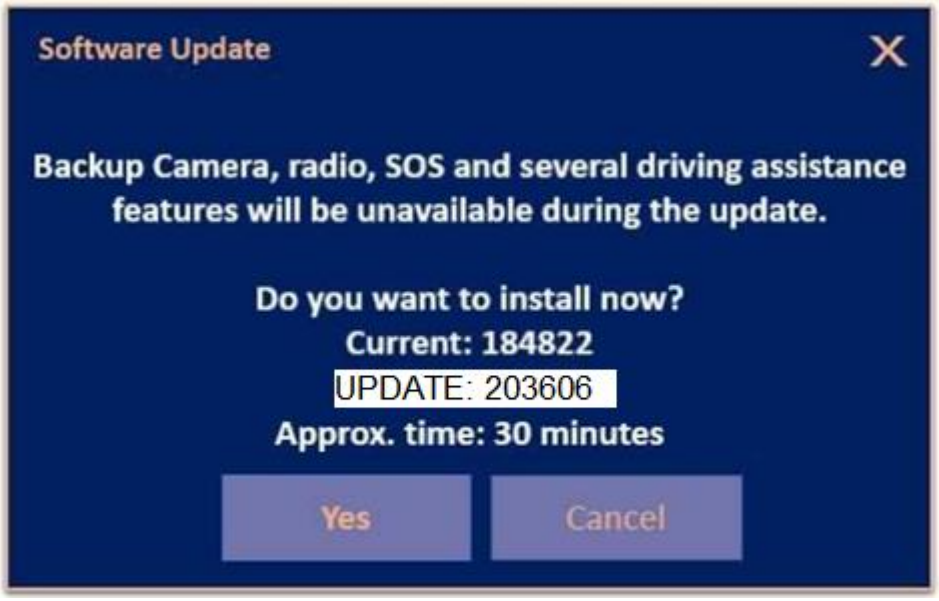

Figure 7 – Update Ready to Install

17. Did the update fail after insertion of the USB flash drive into the USB port?

- YES >>> Re-start update procedure at Step 11.
- NO >>> Proceed to Step 18.

Service Procedure [Continued]

NOTE: Do not remove the USB flash drive before you are instructed to (Figure 8).

Figure 8 – Do Not Remove Flash Drive

18. Wait for the "Radio was successfully updated" screen (Figure 9).

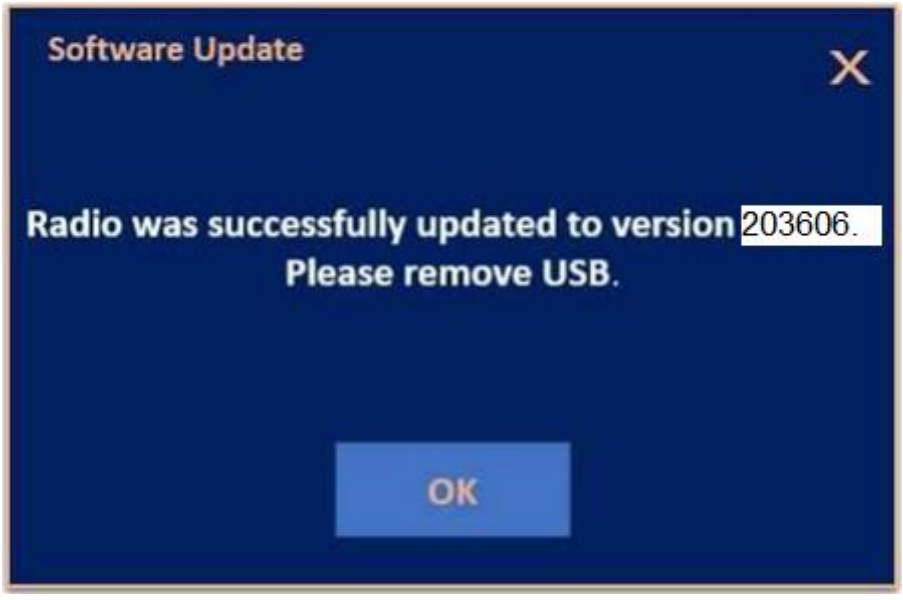

Figure 9 – Update Successful Screen

Service Procedure [Continued]

19. **Wait until radio resets and audio is heard before removing the USB flash drive.**

20. Verify the software version is **2036.06** by re-inserting the USB flash drive into the USB port. Did the Software Update pop-up again, displaying the following: "Current: **2036.06 Update to: 2036.06** Update not available to same software version"?

    - YES >>> The software update is complete, press “Cancel” then remove the USB flash drive from the USB port.
    - NO >>> Verify the file sizes on the USB flash drive to ensure they are correct and then attempt the update again. Re-start at Step 11.

21. Return the vehicle to the customer.

Completion Reporting and Reimbursement

Claims for vehicles that have been serviced must be submitted on the DealerCONNECT Claim Entry Screen located on the Service tab. Claims paid will be used by FCA to record recall service completions and provide dealer payments.

Use one of the following labor operation numbers and time allowances:

	Labor Operation Number	**Time Allowance**
Radio, Check Software Level	18-Z8-61-81	0.2 hours
Radio, Check Software Level and Perform Software Update	18-Z8-61-82	0.5 hours
Floor Plan Reimbursement	95-95-95-97	Calculate See Below

Related Operations

Radio, Software - Create USB Jump Drive From Uconnect Website (One Time Only) - 1848.34 Software Version	18-Z8-61-50	0.3 hours
Radio, Software - Create USB Jump Drive From Uconnect Website (One Time Only) - 2036.06 Software Version	18-Z8-61-51	0.5 hours

Completion Reporting and Reimbursement [Continued]

Floor Plan Reimbursement represents the vehicle's average daily allowance (see table below) multiplied by the number of days the vehicle was in dealer inventory and not available for sale. This reimbursement is limited to the number of days from the date of the stop sale to the date that the remedy was made available. Note: If the vehicle was received by your dealership (KZX date) AFTER the stop sale date, you will use the KZX date instead of the stop sale date. For this Recall, the stop sale was initiated on 09/01/2022 and the remedy was made available on 010/04/2022, therefore, the number of days cannot exceed 26 days.

Vehicle	Average Daily Allowance
2020-2021 Jeep Wrangler	[redacted]
2020-2021 Ram 1500 Pickup	[redacted]
2021 Jeep Gladiator	[redacted]

NOTE: See the Warranty Administration Manual, Recall Claim Processing Section, for complete recall claim processing instructions.

Dealer Notification

To view this notification on DealerCONNECT, select "Global Recall System" on the Service tab, then click on the description of this notification.

Owner Notification and Service Scheduling

All involved vehicle owners known to FCA are being notified of the service requirement by first class mail. They are requested to schedule appointments for this service with their dealers. A generic copy of the owner letter is attached.

Vehicle Lists, Global Recall System, VIP and Dealer Follow Up

All involved vehicles have been entered into the DealerCONNECT Global Recall System (GRS) and Vehicle Information Plus (VIP) for dealer inquiry as needed.

GRS provides involved dealers with an updated VIN list of their incomplete vehicles. The owner's name, address and phone number are listed if known. Completed vehicles are removed from GRS within several days of repair claim submission.

To use this system, click on the **"Service"** tab and then click on **"Global Recall System."** Your dealer's VIN list for each recall displayed can be sorted by: those vehicles that were unsold at recall launch, those with a phone number, city, zip code, or VIN sequence.

Dealers must perform this repair on all unsold vehicles *before* retail delivery. Dealers should also use the VIN list to follow up with all owners to schedule appointments for this repair.

Recall VIN lists may contain confidential, restricted owner name and address information that was obtained from the Department of Motor Vehicles of various states. Use of this information is permitted for this recall only and is strictly prohibited from all other use.

Additional Information

If you have any questions or need assistance in completing this action, please contact your Service and Parts District Manager.

Customer Services / Field Operations
FCA US LLC

This notice applies to your vehicle,

[Model Year and Model]
VIN XXXXXXXXXXXXXXXXX

Z86/NHTSA 22V-638

LOGO

VEHICLE PICTURE

YOUR SCHEDULING OPTIONS

1. **RECOMMENDED OPTION**
   Call your authorized Chrysler / Dodge / Jeep® / RAM Dealership.

2. **Call the FCA Recall Assistance Center at 1-800-853-1403. An agent can confirm part availability and help schedule an appointment**

3. **Visit recalls.mopar.com, scan the QR code below, or download the Mopar Owner's Companion App.**

QR Code

Get access to recall notifications, locate your nearest dealer, and more through this website or Mopar Owner's Companion App. You will be asked to provide your Vehicle Identification Number (VIN) to protect and verify your identity. The last eight characters of your VIN are provided above.

DEALERSHIP INSTRUCTIONS
Please reference Safety Recall Z86.

IMPORTANT SAFETY RECALL

Rear View Camera

Dear [Name],

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

FCA US LLC has decided that certain [2020 through 2021 Model Year (JL) Jeep® Wrangler and (DT) Ram 1500 Pickups and 2021 (JT) Jeep® Gladiator] vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 571.111 S6.2.6 which requires that "The rear visibility system default to the rearview image being visible, and meet the requirements of FMVSS 571.111 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.".

It is extremely important to take steps now to repair your vehicle to ensure the safety of you and your passengers.

WHY DOES MY VEHICLE NEED REPAIRS?

The rear view camera on your vehicle [1] may experience persistent radio resets which may result in the rearview camera image not displaying during certain backing events. 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 will repair your vehicle [2] free of charge (parts and labor). To do this, your dealer will update the radio software. The estimated repair time is 30 minutes. In addition, your dealer will require your vehicle for proper check-in, preparation, and check-out during your visit, which may require more time. Your time is important to us, so we recommend that you schedule a service appointment to minimize your inconvenience. Please bring this letter with you to your dealership.

TO SCHEDULE YOUR FREE REPAIR,
CALL YOUR CHRYSLER, DODGE, JEEP OR RAM DEALER TODAY

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** to submit your reimbursement request online. [3] 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.

We apologize for any inconvenience, but are sincerely concerned about your safety. Thank you for your attention to this important matter.

Customer Assistance/Field Operations
FCA US LLC

FIAT CHRYSLER AUTOMOBILES

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.

[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.