

# EQUIPMENT SAFETY RECALL – NORTH AMERICA

## Instrument Panel Cluster Brightness - Equipment



Reference: 89A / NHTSA 23E-060

FCA US LLC

**Parts Recalled** MOPAR BCM 68497537AG, 68497538AG, 68628390AC, 68497538AF and 68628390AB intended for use on some 2022 and 2023 Model Year (MP) Jeep® Compass vehicles.

Template Version 1.8

Revision	Edition	Detail
0	August 2023	Initial Version.

### SYMPTOM DESCRIPTION

Some of the above BCMs may contain software which may result in an instrument panel cluster ("IPC") backlight with no adjustability.

If installed in a vehicle, an IPC display that is not visible to the driver may result in the driver's attention being distracted from the driving task while trying to locate a desired display, which can cause a vehicle crash without prior warning.

Federal Motor Vehicle Safety Standard ("FMVSS") 571.101 Controls and displays S5.3.2, Brightness of illumination of controls and indicators, states that controls and indicators "must be adjustable to provide at least two levels of brightness." Vehicles produced with incorrectly programmed BCM software can experience the inability to adjust the brightness on the instrument panel center cluster to provide at least two levels of brightness.

### REPAIR TO BE PERFORMED

Inspect the module part number:

Part number 68497537AG, 68497538AG, 68628390AC, 68497538AF and 68628390AB – Module suspect, repurchase the module.

Dealer should add part (reimbursement) to claim when using LOP.

### COMPLETION REPORTING / 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 the following labor operation numbers and time allowances:

Labor Description	Number	Hrs
Inspect Body Control Module (BCM) Part Number	18-89-A1-81	0.0
Handling Fee for Equipment Safety Recall 89A	95-18-89-50	

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

### PARTS RETURN

No parts return required for this campaign.

Render the recalled part unusable and discard.

### SPECIAL TOOLS

No special tools required for this campaign.

### 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 / 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.

### 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

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# IMPORTANT SAFETY RECALL

## Instrument Panel Cluster Brightness

89A/NHTSA 23E-060

Dear [Name],

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

FCA has decided that a defect, which relates to motor vehicle safety, exists in certain Body Control Modules (BCMs) MOPAR part numbers 68497537AG, 68497538AG, 68628390AC, 68497538AF and 68628390AB intended for use on some 2022 and 2023 Model Year (MP) Jeep® Compass vehicles.

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

### 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 or download the Mopar Owner's Companion App.**

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.

### DEALERSHIP INSTRUCTIONS

Please reference Safety Recall 89A.

### WHY DOES MY VEHICLE NEED REPAIRS?

FCA US records indicate that you may have purchased an BCM for your vehicle <sup>[1]</sup>. Some of the above BCMS may contain software which may result in an instrument panel cluster ("IPC") backlight with no adjustability. **If installed in a vehicle, an IPC display that is not visible to the driver may result in the driver's attention being distracted from the driving task while trying to locate a desired display, which can cause a vehicle crash without prior warning.**

Federal Motor Vehicle Safety Standard ("FMVSS") 571.101 Controls and displays S5.3.2, Brightness of illumination of controls and indicators, states that controls and indicators "must be adjustable to provide at least two levels of brightness." Vehicles produced with incorrectly programmed BCM software can experience the inability to adjust the brightness on the instrument panel center cluster to provide at least two levels of brightness.

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

FCA US will repurchase suspect BCMS <sup>[2]</sup>. To do this, your dealer will inspect the part number of the BCM and repurchase suspect modules. Please bring your BCM and 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](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.

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



**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.