



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

1200 New Jersey Avenue SE
Washington, DC 20590

June 17, 2024

Ms. Karen Blaesser
Sr. Manager - Campaign Administration & Execution
Chrysler (FCA US, LLC)
1000 Chrysler Drive
Auburn Hills, MI 48326

NEF-107ES
24V-436

Subject: Rearview Camera Image May Not Display/FMVSS 111

Dear Ms. Blaesser:

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:

CHRYSLER/PACIFICA/2021-2023
DODGE/DURANGO/2021-2022
JEEP/COMPASS/2022-2023
JEEP/GRAND CHEROKEE/2021-2023
JEEP/GRAND WAGONEER/2022-2023
JEEP/WAGONEER/2022-2023
RAM/1500/2022
RAM/2500/2022
RAM/3500/2022
RAM/PROMASTER/2022-2023

Mfr's Report Date: June 13, 2024

NHTSA Campaign Number: 24V-436

Components:

BACK OVER PREVENTION: SENSING SYSTEM: CAMERA

Potential Number of Units Affected: 1,033,433

Problem Description:

Chrysler (FCA US, LLC) is recalling certain 2021-2022 Dodge Durango, 2021-2023 Chrysler Pacifica, Jeep Grand Cherokee L, 2022 Ram 1500, 2500, 3500, 2022-2023 Jeep Compass, Grand Cherokee, Wagoneer, Grand Wagoneer, and Ram Promaster vehicles. The radio software 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 image that does not display decreases the driver's visibility, increasing the risk of a crash.



Remedy:

Dealers will update the radio software, free of charge. Owner notification letters are expected to be mailed August 2, 2024. Owners may contact FCA US, LLC customer service at 1-800-853-1403. FCA US, LLC's number for this recall is 66B.

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.

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, 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 49 U.S.C. § 30118(f), submission of eight consecutive quarterly reports followed by three annual reports is required. As described in 573.7, submission of the first of eight 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. The first of three consecutive annual status reports will be due on, or before, 1 year after the eighth quarterly report was submitted.

Chrysler (FCA US, LLC)'s contact for this recall will be Emily C. Smith who may be reached by email at emily.c.smith@dot.gov. We look forward to working with you.

Sincerely,



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