

Part 573 Safety Recall Report

24V-291

Manufacturer Name : Chrysler (FCA US, LLC)

Submission Date : MAY 16, 2024

NHTSA Recall No. : 24V-291

Manufacturer Recall No. : 44B



Manufacturer Information :

Manufacturer Name : Chrysler (FCA US, LLC)

Address : 800 Chrysler Drive
CIMS 482-00-91 Auburn Hills MI
48326-2757

Company phone : 1-800-853-1403

Population :

Number of potentially involved : 2

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2023-2023 Jeep Grand Cherokee L

Vehicle Type :

Body Style : SUV

Power Train : NR

Descriptive Information : One 2023 MY Jeep Grand Cherokee L vehicle may have been built with an improperly fastened rearview camera connection at the Display Screen Module ("DSM") which may prevent the camera signal from passing through to the media screen.

The suspect period began on January 3, 2023, when the suspect 2023 MY Grand Cherokee L vehicle was produced, and ended on January 3, 2023, when supplier manufacturing implemented an additional control to ensure the DSM connection is properly connected in production. Warranty records were used to determine the suspect population.

Similar vehicles not included in this recall were built with a properly connected DSM connection.

The total affected vehicles for this model is 1.

Production Dates : JAN 03, 2023 - JAN 03, 2023

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 2 : 2023-2023 Jeep Grand Cherokee

Vehicle Type :

Body Style : SUV

Power Train : NR

Descriptive Information : One 2023 MY Jeep Grand Cherokee vehicle may have been built with an improperly fastened rearview camera connection at the DSM which may prevent the camera signal from passing through to the media screen.

The suspect period began on February 27, 2023, when the suspect 2023 MY Grand Cherokee vehicle was produced, and ended on February 27, 2023, when supplier manufacturing implemented an additional control to ensure the DSM connection is properly connected in production. Warranty records were used to determine the suspect population.

Similar vehicles not included in this recall were built with a properly connected DSM connection.

The total affected vehicles for this model is 1.

Production Dates : FEB 27, 2023 - FEB 27, 2023

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Description of Noncompliance :

Description of the Noncompliance : Federal Motor Vehicle Safety Standard ("FMVSS") No. 571.111 S6.2.6 requires that "The rear visibility system default to the rearview image being visible and meet the requirements of FMVSS No. 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." Vehicles with improperly fastened rearview camera connections at the DSM may not display the rearview image during a backing event under certain conditions.

FMVSS 1 : 111 - Rear visibility

FMVSS 2 : NR

Description of the Safety Risk : 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 up without verifying it is safe to do so could lead to an increased risk of injury to people outside the vehicle.

Description of the Cause : NR

Identification of Any Warning that can Occur : None prior to failure. However, the driver will notice that the rearview image is not displayed when the vehicle is placed into reverse.

Involved Components :

Component Name 1 : WL IP Harness

Component Description : WL IP Harness

Component Part Number : 68596713AB

Supplier Identification :

Component Manufacturer

Name : Yazaki North America

Address : 6801 Haggerty Rd
Canton Michigan 48187

Country : United States

Chronology :

- On April 20, 2023, FCA US LLC ("FCA US") Technical Safety and Regulatory Compliance ("TSRC") organization was notified of a potential issue related to rearview cameras not displaying in some 2023 MY Jeep Grand Cherokee and Grand Cherokee L vehicles.
- From April 2023, through August 2023, FCA US TSRC reviewed warranty data, field records, and customer assistance records to understand potential customer consequence.
- From August 2023, through March 2024, FCA US TSRC met with FCA US engineering and manufacturing to review the issue, understand the failure mode, and to determine the suspect population.
- On March 27, 2024, the FCA US TSRC organization recognized a vehicle build issue existed on certain vehicles related to the rearview back up camera not displaying the rearview image, potentially causing a noncompliance with FMVSS No.111.
- On April 18, 2024, FCA US determined, through the Vehicle Regulations Committee, to conduct a voluntary safety recall of the affected vehicles.

Description of Remedy :

Description of Remedy Program :	All vehicles in this recall have been remedied by securing the rearview camera connections at the DSM. Warranty records show these repairs occurred between January 16, 2023, and June 22, 2023.
	FCA US has a longstanding policy and practice of reimbursing owners who have incurred the cost of repairing a problem that subsequently becomes the subject of a field action. To ensure consistency, FCA US, as part of the owner letter, will request that customers send the original receipt and/or other adequate proof of payment to the company for confirmation of the expense.
How Remedy Component Differs from Recalled Component :	This recall is not related to a part defect but rather an assembly issue where a connection at the DSM may not have been properly secured during vehicle production. The remedy is to insure a proper connection.
Identify How/When Recall Condition was Corrected in Production :	NR

Recall Schedule :

Description of Recall Schedule :	**04/25/2024: Owner notification not required per NHTSA agreement since vehicles are already remedied. FCA US will notify dealers on or about 6/14/2024.
Planned Dealer Notification Date :	JUN 14, 2024 - JUN 14, 2024
Planned Owner Notification Date :	NR - NR

* NR - Not Reported