Part 573 Safety Recall Report 24V-436

Manufacturer Name : Chrysler (FCA US, LLC)
Submission Date : JUL 30, 2024
NHTSA Recall No. : 24V-436
Manufacturer Recall No. : 66B, 79B

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 : 1,033,433
Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2022-2022 Ram 1500 Pickup
Vehicle Type :
Body Style : PICKUP TRUCK
Power Train : NR
Descriptive Information : Some 2022 MY Ram 1500 vehicles may have been built with radio software that may prevent the rearview camera signal from passing through to the media screen.

The suspect population began on April 13, 2021, when the first suspect 2022 MY vehicle was produced, and ended on November 26, 2022, when the last suspect vehicle was produced. The suspect population was determined using vehicle manufacturing records.

Similar vehicles not included in this recall were built with radios that do not contain suspect software.

The total affected vehicles for this model is 157,714

Production Dates : APR 13, 2021 - NOV 26, 2022
VIN Range 1 : Begin : NR End : NR ☐ Not sequential

Vehicle 2 :	2022-2022 Ram 2500 Pickup
Vehicle Type :	
Body Style :	PICKUP TRUCK
Power Train :	NR
Descriptive Information :	Some 2022 MY Ram 2500 vehicles may have been built with radio software that may prevent the rearview camera signal from passing through to the media screen. The suspect population began on April 14, 2021, when the first suspect 2022 MY vehicle was produced, and ended on December 7, 2022, when the last suspect vehicle was produced. The suspect population was determined using vehicle manufacturing records. Similar vehicles not included in this recall were built with radios that do not contain suspect software. The total affected vehicles for this model is 65,901.
Production Dates :	APR 14, 2021 - DEC 07, 2022
VIN Range 1 :	Begin : NR End : NR ☐ Not sequential

Vehicle 3 :	2022-2022 Ram 3500 <10k Lb. Cab Chassis
Vehicle Type :	
Body Style :	PICKUP TRUCK
Power Train :	NR
Descriptive Information :	Some 2022 MY Ram 3500 vehicles may have been built with radio software that may prevent the rearview camera signal from passing through to the media screen. The suspect population began on April 21, 2021, when the first suspect 2022 MY vehicle was produced, and ended on November 25, 2022, when the last suspect vehicle was produced. The suspect population was determined using vehicle manufacturing records. Similar vehicles not included in this recall were built with radios that do not contain suspect software. The total affected vehicles for this model is 29.
Production Dates :	APR 21, 2021 - NOV 25, 2022
VIN Range 1 :	Begin : NR End : NR ☐ Not sequential

Vehicle 4 :	2022-2023 Jeep Compass
Vehicle Type :	
Body Style :	SUV
Power Train :	NR
Descriptive Information :	Some 2022-2023 MY Jeep Compass vehicles may have been built with radio software that may prevent the rearview camera signal from passing through to the media screen. The suspect population began on February 18, 2021, when the first suspect 2022 MY vehicle was produced, and ended on August 31, 2023, when the last suspect vehicle was produced. The suspect population was determined using vehicle manufacturing records. Similar vehicles not included in this recall were built with radios that do not contain suspect software. The total affected vehicles for this model is 32,110.
Production Dates :	FEB 18, 2021 - AUG 31, 2023
VIN Range 1 :	Begin : NR End : NR ☐ Not sequential

Vehicle 5 :	2022-2023 Jeep Grand Cherokee
Vehicle Type :	
Body Style :	SUV
Power Train :	NR
Descriptive Information :	Some 2022-2023 MY Jeep Grand Cherokee vehicles may have been built with radio software that may prevent the rearview camera signal from passing through to the media screen. The suspect population began on May 17, 2021, when the first suspect 2022 MY vehicle was produced, and ended on October 23, 2023, when the last suspect vehicle was produced. The suspect population was determined using vehicle manufacturing records. Similar vehicles not included in this recall were built with radios that do not contain suspect software. The total affected vehicles for this model is 148,587.
Production Dates :	MAY 17, 2021 - OCT 23, 2023
VIN Range 1 :	Begin : NR End : NR ☐ Not sequential

Vehicle 6 :	2022-2023 Jeep Wagoneer/Grand Wagoneer
Vehicle Type :	
Body Style :	SUV
Power Train :	NR
Descriptive Information :	Some 2022-2023 MY Jeep Wagoneer/Grand Wagoneer vehicles may have been built with radio software that may prevent the rearview camera signal from passing through to the media screen. The suspect population began on February 24, 2021, when the first suspect 2022 MY vehicle was produced, and ended on September 11, 2023, when the last suspect vehicle was produced. The suspect population was determined using vehicle manufacturing records. Similar vehicles not included in this recall were built with radios that do not contain suspect software. The total affected vehicles for this model is 96,965.
Production Dates :	FEB 24, 2021 - SEP 11, 2023
VIN Range 1 :	Begin : NR End : NR ☐ Not sequential

Vehicle 7 :	2021-2023 Chrysler Pacifica
Vehicle Type :	
Body Style :	VAN
Power Train :	NR
Descriptive Information :	Some 2021-2023 MY Chrysler Pacifica vehicles may have been built with radio software that may prevent the rearview camera signal from passing through to the media screen. The suspect population began on June 10, 2020, when the first suspect 2021 MY vehicle was produced, and ended on September 14, 2023, when the last suspect vehicle was produced. The suspect population was determined using vehicle manufacturing records. Similar vehicles not included in this recall were built with radios that do not contain suspect software. The total affected vehicles for this model is 233,240.
Production Dates :	JUN 10, 2020 - SEP 14, 2023
VIN Range 1 :	Begin : NR End : NR ☐ Not sequential

Vehicle 8 :	2021-2022 Dodge Durango
Vehicle Type :	
Body Style :	SUV
Power Train :	NR
Descriptive Information :	Some 2021-2022 MY Dodge Durango vehicles may have been built with radio software that may prevent the rearview camera signal from passing through to the media screen. The suspect population began on July 13, 2020, when the first suspect 2021 MY vehicle was produced, and ended on December 9, 2022, when the last suspect vehicle was produced. The suspect population was determined using vehicle manufacturing records. Similar vehicles not included in this recall were built with radios that do not contain suspect software. The total affected vehicles for this model is 75,578.
Production Dates :	JUL 13, 2020 - DEC 09, 2022
VIN Range 1 :	Begin : NR End : NR ☐ Not sequential

Vehicle 9 :	2022-2023 Ram Promaster
Vehicle Type :	
Body Style :	VAN
Power Train :	NR
Descriptive Information :	Some 2022-2023 MY Ram Promaster vehicles may have been built with radio software that may prevent the rearview camera signal from passing through to the media screen. The suspect population began on August 17, 2021, when the first suspect 2022 MY vehicle was produced, and ended on November 16, 2023, when the last suspect vehicle was produced. The suspect population was determined using vehicle manufacturing records. Similar vehicles not included in this recall were built with radios that do not contain suspect software. The total affected vehicles for this model is 18,340.
Production Dates :	AUG 17, 2021 - NOV 16, 2023
VIN Range 1 :	Begin : NR End : NR ☐ Not sequential

Vehicle 10 :	2021-2023 Jeep Grand Cherokee L
Vehicle Type :	
Body Style :	SUV
Power Train :	NR
Descriptive Information :	Some 2021-2023 MY Jeep Grand Cherokee L vehicles may have been built with radio software that may prevent the rearview camera signal from passing through to the media screen. The suspect population began on December 3, 2020, when the first suspect 2021 MY vehicle was produced, and ended on October 17, 2023, when the last suspect vehicle was produced. The suspect population was determined using vehicle manufacturing records. Similar vehicles not included in this recall were built with radios that do not contain suspect software. The total affected vehicles for this model is 202,786.
Production Dates :	DEC 03, 2020 - OCT 17, 2023
VIN Range 1 :	Begin : NR End : NR ☐ Not sequential

Vehicle 11 :	2022-2022 Chrysler Voyager
Vehicle Type :	
Body Style :	VAN
Power Train :	NR
Descriptive Information :	Some 2022 MY Chrysler Voyager vehicles may have been built with radio software that may prevent the rearview camera signal from passing through to the media screen. The suspect population began on September 29, 2021, when the first suspect 2022 MY vehicle was produced, and ended on August 9, 2022, when the last suspect vehicle was produced. The suspect population was determined using vehicle manufacturing records. Similar vehicles not included in this recall were built with radios that do not contain suspect software. The total affected vehicles for this model is 2,183.
Production Dates :	SEP 29, 2021 - AUG 09, 2022
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..." and apply to other markets via direct reference to FMVSS or are implied via free trade agreements. Vehicles with suspect radio software 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 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 :	Software
Component Description :	Radio Software
Component Part Number :	See "FCA US LLC Recall Part Numbers-66B-Multiple Programs Rear Camera Visibility 061324.pdf"

Supplier Identification :

Component Manufacturer

Name :	Harman
Address :	30001 Cabot Drive Novi Michigan 48377
Country :	United States

Chronology :

• On October 23, 2023, the 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 2022 MY Ram 1500, 2022 MY Ram 2500, 2022 MY Ram 3500, 2022-2023 MY Ram ProMaster, 2021-2022 MY Dodge Durango, 2022-2023 MY Jeep Compass, 2022-2023 MY Jeep Grand Cherokee, 2021-2023 MY Jeep Grand Cherokee L, 2022-2023 MY Jeep Wagoneer/Grand Wagoneer, 2021-2023 MY Chrysler Pacifica, and 2022 Chrysler Voyager vehicles.

• From October 2023, through February 2024, FCA US TSRC reviewed warranty data, field records, and customer assistance records to understand potential customer consequence.

• From March 2024, through May 2024, FCA US TSRC held regular meetings with FCA US Engineering to understand all potential failure modes of the issue and whether the behavior is regulated by FMVSS No.111.

• On May 8, 2024, the FCA US TSRC organization recognized a radio software 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 June 06, 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 :	FCA US will conduct a voluntary safety recall on all affected vehicles to update the radio software. The vehicle population will be managed between 2 FCA US campaign ID numbers, 66B and 79B. All customers known to have a software level which includes the remedy will be assigned to 79B. The balance of customers will be assigned to 66B. Vehicles will be updated either via firmware Over-The-Air; if capable, or via USB. 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 :	The remedy component is updated radio software that meets FMVSS 111 Rear Visibility requirements.
Identify How/When Recall Condition was Corrected in Production :	NR

Recall Schedule :

Description of Recall Schedule :	**06/13/2024: FCA US will notify dealers and begin notifying owners on or about 08/02/2024.
Planned Dealer Notification Date :	AUG 02, 2024 - AUG 02, 2024
Planned Owner Notification Date :	AUG 02, 2024 - AUG 02, 2024

* NR - Not Reported