



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

**1200 New Jersey Avenue SE
Washington, DC 20590**

August 29, 2025

25V552

Karen Blaesser
Chrysler (FCA US, LLC)
1000 Chrysler Drive
Auburn Hills, MI 48326

Subject: Rearview Camera Image May Not Display/FMVSS 111

Dear Karen 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:

RAM/PROMASTER/2019-2021
DODGE/JOURNEY/2019-2020

Mfr's Report Date: August 26, 2025

NHTSA Campaign Number: 25V552

Components:

BACK OVER PREVENTION: SENSING SYSTEM: CAMERA

Potential Number of Units Affected: 219,577

Problem Description:

Chrysler (FCA US, LLC) is recalling certain 2019-2021 Ram ProMaster and 2019-2020 Dodge Journey vehicles. Cracks in the microprocessor may cause the vehicle's rearview camera image not to display properly. As such, these vehicles fail to comply with the requirements of Federal Motor Vehicle Safety Standard (FMVSS) number 111, "Rear Visibility."

Consequence:

A rearview image that does not display properly reduces the driver's view behind the vehicle, increasing the risk of a crash.

Remedy:



Dealers will replace the rearview camera, free of charge. Interim notification letters, notifying owners of the safety risk, are expected to be mailed beginning September 30, 2025. A second notice will be sent once the final remedy is available. Owners may contact Chrysler customer service at 800-853-1403. Chrysler's number for this recall is 59C.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-888-275-9171), or go to www.nhtsa.gov.

Please ensure the following requirements are met:

Planned Notification Begin and End Dates Not Supplied

Please provide the estimated date(s) for which your company will notify owners when the final remedy is available in an amended Part 573 Recall Report through the NHTSA Recalls Portal.

AMENDED 573 REQUIRED.

Description of Defect/Noncompliance Not Supplied

Provide a description of the defect, including both a brief summary and a detailed description of the nature and physical location (if applicable) of the defect or noncompliance, as required by 49 CFR 573.6 (c)(5), in an amended Part 573 Recall Report through the NHTSA Recalls Portal.

AMENDED 573 REQUIRED.

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 Dusty Gardner who may be reached by email at dusty.gardner@dot.gov. We look forward to working with you.

Sincerely,

Alex Ansley

Alex Ansley

Chief, Recall Management Division

Office of Defects Investigation

Enforcement