

Part 573 Safety Recall Report

25V-083

Manufacturer Name : Chrysler (FCA US, LLC)

Submission Date : FEB 13, 2025

NHTSA Recall No. : 25V-083

Manufacturer Recall No. : 11C



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 : 133

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2022-2022 Jeep Grand Cherokee

Vehicle Type :

Body Style : SUV

Power Train : NR

Descriptive Information : A 2022 MY Jeep Grand Cherokee vehicle may have been built with a 10.1" Disassociated Center Stack Display ("DCSD") containing a transistor that may overheat and prevent the rearview image from displaying on the media screen.

The suspect vehicle was produced on January 31, 2022. The suspect vehicle build date was determined using supplier and vehicle manufacturing records.

Similar vehicles not included in this recall were built with a properly functioning DCSD.

The total affected vehicles for this model is 1.

Production Dates : JAN 31, 2022 - JAN 31, 2022

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 2 : 2021-2022 Jeep Grand Cherokee L

Vehicle Type :

Body Style : SUV

Power Train : NR

Descriptive Information : Some 2021 and 2022 MY Jeep Grand Cherokee L vehicles may have been built with a 10.1" DCSD containing a transistor that may overheat and prevent the rearview image from displaying on the media screen.

The suspect population began on July 16, 2021, when the first suspect vehicle was produced, and ended on December 11, 2021, when the last suspect vehicle was produced. The suspect population was determined using supplier and vehicle manufacturing records.

Similar vehicles not included in this recall were built before or after the suspect period or with a properly functioning DCSD.

The total affected vehicles for this model is 132.

Production Dates : JUL 16, 2021 - DEC 11, 2021

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." Suspect vehicles may not display the rearview image during a backing event.

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 : DISPLAY

Component Description : CENTER STACK UPR DISPLAY W/BEZEL

Component Part Number : 68474166AG, 68474166AH, 68375145AG, 68375145AH

Supplier Identification :

Component Manufacturer

Name : Alps Alpine North America, Inc.

Address : 1500 Atlantic Blvd.

Auburn Hills Michigan 48367

Country : United States

Chronology :

On March 15, 2023, the FCA US LLC ("FCA US") Technical Safety and Regulatory Compliance ("TSRC") organization was notified of a potential issue related to the rearview camera image not displaying during a backing event in some 2022 MY Jeep Grand Cherokee and 2021 through 2022 MY Jeep Grand Cherokee L vehicles.

From March 2023, through September 2023 FCA US TSRC reviewed warranty data, field records, and customer assistance records to understand potential customer consequence.

From September 2023, through March 2024, FCA US TSRC held regular meetings with FCA US Engineering and Supplier Quality to understand all potential failure modes of the issue and whether the behavior is regulated by FMVSS No.111.

From March 2024, through September 2024, FCA US TSRC held regular meetings with FCA US Engineering and Supplier Quality to determine the suspect population.

From October 2024, through January 2025, FCA US TSRC received new information and held regular meetings with FCA US Engineering and Supplier Quality to revisit aspects of the failure mode, analyze data, and determine its effect on the suspect population.

On January 22, 2025, the FCA US TSRC organization recognized the DCSD may fail internally on certain vehicles resulting in the DCSD not displaying the rearview image, potentially causing a noncompliance with FMVSS No.111.

On February 06, 2025, 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 replacement of the DCSD. Warranty records show these repairs occurred between August 6, 2021, and October 5, 2022.

FCA US submitted its General Reimbursement Plan relating to reimbursement to owners and purchasers for costs incurred for remedies in advance of the manufacturer's notification of safety-related defects and noncompliance with Federal motor vehicle safety standards in October 2024. Owners and purchasers may be eligible for reimbursement in accordance with that plan.

How Remedy Component Differs from Recalled Component : Remedy component is a DCSD that does not contain a suspect transistor.

Identify How/When Recall Condition was Corrected in Production : NR

Recall Schedule :

Description of Recall Schedule : **02/13/2025: FCA US will notify dealers on or about 02/20/2025 and begin notifying owners on or about 03/13/2025.

Planned Dealer Notification Date : FEB 20, 2025 - FEB 20, 2025

Planned Owner Notification Date : MAR 13, 2025 - MAR 13, 2025

* NR - Not Reported