



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

Part 573 Safety Recall Report

25V552

Manufacturer Name: Chrysler (FCA US, LLC)

Submission Date: Sep 30, 2025

NHTSA Recall No.: 25V552

Manufacturer Recall No.: 59C

Manufacturer Information

Population

Manufacturer Name: Chrysler (FCA US, LLC)

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

Total number of potentially involved: 219,577

Estimated percentage with defect: 100%

Vehicle Information

Vehicle 1: 2019-2021 RAM PROMASTER

Product Category: Light Vehicles

Product Type:

Fuel / Propulsion:

Production Dates: May 02, 2019 - Nov 27, 2021

Number of potentially involved: 141,906

Descriptive Information:

Some 2019-2021 MY Ram ProMaster vehicles may have been built with a suspect rearview camera which may cause a loss of rearview camera image.

The suspect period began on May 2, 2019, when the first vehicle was produced with a suspect rearview camera, and ended on November 27, 2021, when the last vehicle was produced with a suspect rearview camera. Engineering release and vehicle manufacturing records were used to determine the suspect population.

Similar vehicles not included in the recall were built before the suspect period.

Vehicle 2: 2019-2020 DODGE JOURNEY

Product Category: Light Vehicles

Product Type:

Fuel / Propulsion:

Production Dates: May 02, 2019 - Dec 21, 2020

Number of potentially involved: 77,671

Descriptive Information:

Part 573 Safety Recall Report

25V552

Some 2019-2020 MY Dodge Journey vehicles may have been built with a suspect rearview camera which may cause a loss of rearview camera image.

The suspect period began on May 2, 2019, when the first vehicle was produced with a suspect rearview camera, and ended on December 21, 2020, when the last vehicle was produced with a suspect rearview camera. Engineering release and vehicle manufacturing records were used to determine the suspect population.

Similar vehicles not included in the recall were built before the suspect period.

Defect / Noncompliance Description

Description of the defect or noncompliance:

Thermal fatigue cracks in the microprocessor solder can cause the rearview camera to display a blank/black/blue or inverted screen to appear in place of the rearview image. 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 under certain conditions.

FMVSS1: 111 - Rear visibility

FMVSS2:

Description of the safety risk, including crash, fire, death, injury:

A rearview image that is blank/black/blue or inverted reduces the driver's view of what is behind the vehicle. A blank/black/blue or inverted screen will appear in place of the rearview image. If the driver does not heed the blank/black/blue or inverted screen warning and fails to otherwise make sure it is safe to operate the vehicle in reverse, a vehicle crash can occur.

Description of the cause:

Identification of any warning that can occur:

During the failure the customer may experience a blank/black/blue or inverted screen instead of the rearview camera image.

Component Manufacturer

Tier of Supplier:

Supplier Type:

Name: Magna Electronics

Part 573 Safety Recall Report

25V552

Address: 337 Magna Drive
Aurora Foreign States, L4G 7A9

Country: Canada

Involved Components

Component Name 1: Rear view

Component Description: Camera

Component Part Number: 56054158AG, 68284643AC, 68417057AA, 68417055AA

Chronology

- On February 28, 2024, NHTSA opened investigation PE24-006 into the loss of rearview camera on 2018-2020 Dodge Journey.
- On May 17, 2024, FCA US LLC ("FCA US") submitted its response to PE24-006.
- On February 3, 2025, NHTSA and FCA US met to discuss data submitted in response to PE24-006 which showed an increase in claims beginning in approximately July 2019.
- From February, 2025 and May, 2025 FCA US Technical Safety and Regulatory Compliance ("TSRC") reviewed change history of related components and met with the supplier to further understand the issue.
- On May 22, 2025, the FCA US TSRC organization opened an investigation into some 2019-2020 MY Dodge Journey and 2019-2021 MY Ram ProMaster vehicles which may experience a loss of rearview camera image.
- From May 2025, through June 2025, FCA US TSRC reviewed warranty data, field records, and customer assistance records to determine field occurrences. FCA US TSRC met with FCA US Engineering, Manufacturing, and the Supplier to understand all potential failure modes of the issue.
- On July 30, 2025, FCA US TSRC organization recognized that a vehicle build issue existed on certain vehicles related to a loss of rearview camera image potentially resulting in a noncompliance with FMVSS No. 111.
- On August 19, 2025, FCA US determined, through the Vehicle Regulations Committee, that a noncompliance to FMVSS No. 571.111 S6.2.6 potentially exists on all affected vehicles.

Related NHTSA Recall Number:

Description of Remedy

Remedy Type: Replace

Part 573 Safety Recall Report

25V552

Consumer Advisories: ☐ Do Not Drive ☐ Park Outside

Description of remedy program:

FCA US will conduct a voluntary safety recall for all affected vehicles to replace the rearview camera.

How remedy component differs from recalled component:

The remedy is a rearview camera with a different design.

Identify how/when recall condition was corrected in production:

Reimbursement Plan

Manufacturer used general reimbursement plan on file.

Recall Schedule

Description of recall schedule:

****08/26/2025:** FCA US will notify dealers on or about 09/03/2025 and begin notifying owners on or about 09/30/2025.

Planned Dealer Notification Date: Sep 03, 2025 - Sep 03, 2025 ☐ No Dealers

Planned Interim Owner Notification Date: Sep 30, 2025 - Oct 07, 2025 ☐ No Owners

Planned Remedy Owner Notification Date: ☐ Phased Recall

Date when VIN will be searchable: Sep 03, 2025