



New Safety Recall Advanced Communication – 34C

FCA US LLC (FCA US) has announced a safety recall on certain 2023 Model Year (RU) Chrysler Pacifica and Voyager vehicles equipped with Parkview Rear Back-up Camera [sales code XAC].

REASON FOR THIS SAFETY RECALL

Some of the above vehicles may have been built with a rearview camera containing a solder void between the circuit board and an image signal processing chip which may prevent the rearview image from displaying. A rearview image that does not display reduces the driver's view of what is behind the vehicle. A blank screen will appear in place of the rearview image. If the driver does not heed the blank screen warning and fails to otherwise make sure it is safe to operate the vehicle in reverse, a vehicle crash can occur.

The condition described above does not comply with Federal Motor Vehicle Safety Standard (FMVSS) No. 571.111 S6.2.6 which 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. Suspect vehicles may not display the rearview image during a backing event under certain conditions.

SERVICE ACTION

FCA US will conduct a voluntary safety recall to inspect and if necessary, replace the rear back-up camera. The remedy for this condition is not currently available. Dealers will be notified of the launch of this safety recall by way of established communication methods. This recall is estimated to launch in 2nd Quarter of 2025.

We ask that you please take the time to ensure that your personnel are aware of this communication and are prepared to execute a customer friendly process for inquiries regarding involved vehicles.

Customer Services Field Operations
FCA US LLC