

This notice applies to your vehicle,

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXXXX

57C/NHTSA 25V-471

LOGO

VEHICLE PICTURE

#### FOR RECALL QUESTIONS

**1. RECOMMENDED OPTION**

Call your authorized Chrysler / Jeep® / Dodge / RAM Dealership.

**2. Call the FCA Recall Assistance Center at 1-800-853-1403.**

An agent can confirm if there are any recall repairs which must be performed on your vehicle.

**3. Visit recalls.mopar.com, scan the QR code below, or download the Mopar Owner's Companion App.**

QR Code

Get access to recall notifications, locate your nearest dealer, and more through this website or Mopar Owner's Companion App. You will be asked to provide your Vehicle Identification Number (VIN) to protect and verify your identity. The last eight characters of your VIN are provided above.

#### DEALERSHIP INSTRUCTIONS

Please reference Safety Recall 57C.

# IMPORTANT SAFETY RECALL

## Rearview Image Not Displayed While Backing

Dear [Name],

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

FCA US LLC has decided that certain [2024-2025 model year (RU) Chrysler Pacifica] vehicles fail to comply with Federal Motor Vehicle Safety Standard (FMVSS) No. 111 - Rear Visibility.

#### RECALL DESCRIPTION

The radio in your vehicle <sup>[1]</sup> was incorrectly specified, which prevented the rearview camera image from displaying. A rearview camera image that does not display reduces the driver's visibility 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.

#### YOUR VEHICLE HAS ALREADY BEEN REMEDIED

According to our service records, the radio has already been replaced in your vehicle. Therefore, your vehicle has been remedied.

**This notification is provided for your records only. There is nothing more that you need to do.**

#### WHAT IF I HAVE QUESTIONS REGARDING THIS RECALL?

If you believe the radio in your vehicle <sup>[2]</sup> has not been replaced or have questions or concerns which your dealer is unable to resolve, please contact the FCA Group Recall Assistance Center at either fcarecalls.com or 1 800-853-1403.

#### WHAT IF I ALREADY PAID TO HAVE THIS REPAIR COMPLETED?

If you have already experienced this specific condition and have paid to have it repaired, you may visit [www.fcarecallreimbursement.com](http://www.fcarecallreimbursement.com) to submit your reimbursement request online. <sup>[3]</sup> Once we receive and verify the required documents, reimbursement will be sent to you within 60 days. If you have had previous repairs performed and/or already received reimbursement, you may still need to have the recall repair performed.

We apologize for any inconvenience, but are sincerely concerned about your safety. Thank you for your attention to this important matter.

Customer Assistance/Field Operations  
FCA US LLC



**Mr. Mrs. Customer**  
**1234 Main Street**  
**Hometown, MI 48371**

[1] If you no longer own this vehicle, please help us update our records. Call the FCA Recall Assistance Center at 1-800-853-1403 to update your information.

[2] If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, DC 20590, or you can call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-888-275-9171), or go to [safercar.gov](http://safercar.gov).

[3] You can also mail in your original receipts and proof of payment to the following address for reimbursement consideration: FCA Customer Assistance, P.O. Box 21-8004, Auburn Hills, MI 48321-8007, Attention: Recall Reimbursement.

Note to lessors receiving this recall notice: Federal regulation requires that you forward this recall notice to the lessee within 10 days.