

# SAFETY RECALL

NORTH AMERICA

## Black Center Display Screen - Replacement



Reference: 13C / NHTSA 25V-246

FCA US LLC



Remedy available for

2023 through 2024 Model Year (GG)

Dodge Hornet



Alfa Romeo

Remedy available for

2023 through 2024 Model Year (GC) Alfa

Romeo Tonale

Template Version 1.0

Revision	Edition	Detail
0	August 2025	Initial Version.

### SYMPTOM DESCRIPTION

The Center Display Screen on about 38,000 of the above vehicles may have been built with a defect, which may result in the rearview image not displaying in a backing event. The vehicle operator may notice that the rearview image is not displayed if attempting to reference the image while backing. A rearview camera image that does not display reduces the driver's visibility of what is behind the vehicle and if not heeded, increases the risk of a crash.

The condition described above does not comply with 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 have cold soldering on a voltage regulator and/or a software defect within the microprocessor which may result in the vehicle not displaying the rearview image during a backing event.

### SCOPE

This recall applies only to the above vehicles.

NOTE: Some vehicles above may have been identified as not involved in this recall and therefore have been excluded from this recall.

### IMPORTANT:

- Some of the involved vehicles may be in dealer new vehicle inventory. Federal law requires you to complete this recall service on these vehicles before retail delivery. Violation of this requirement by a dealer could result in a civil penalty of up to \$27,874 per vehicle.
- Some of the involved vehicles may be in dealer used vehicle inventory. Dealers should complete this recall service on these vehicles before retail delivery.
- Dealers should also perform this recall on vehicles in for service.

Involved vehicles can be determined by using the VIP inquiry process.

### REPAIR TO BE PERFORMED

Replace the Center Display Screen.

### ALTERNATE TRANSPORTATION

Dealers should proactively minimize customer inconvenience while the recall repair is being performed. Reference the Goodwill Alternate Transportation Guidelines warranty bulletin link within Recall Central on DealerCONNECT for options to support the customer while their vehicle is in service.

### COMPLETION REPORTING / REIMBURSEMENT

Claims for vehicles that have been serviced must be submitted on the DealerCONNECT Claim Entry Screen located on the Service tab. Claims paid will be used by FCA to record recall service completions and provide dealer payments.

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Use the following labor operation numbers and time allowances:

Labor Description	Number	Hrs
Screen, Display - Replace	08-13-C1-82	0.3

Related Labor Description	Number	Hrs
PHEV 12-Volt Power Down / Power Up	08-13-C1-60	0.3

Labor Description	Number	Allowance
Floor Plan Reimbursement	95-95-95-97	Calculate See Below

Floor Plan Reimbursement represents the vehicle's average daily allowance (see table below) multiplied by the number of days the vehicle was in dealer inventory and not available for sale. This reimbursement is limited to the number of days from the date of the stop sale to the date that the remedy was made available. Note: If the vehicle was received by your dealership (KZX date) AFTER the stop sale date, you will use the KZX date instead of the stop sale date. For this Recall, the stop sale was initiated on **04/23/2025** and the remedy was made available on **08/01/2025**, therefore, the number of days cannot exceed **100** days.

Vehicle	Average Daily Allowance
2023 through 2024 Model Year (GG) Dodge Hornet	██████
2023 through 2024 Model Year (GC) Alfa Romeo Tonale	██████

Add the cost of the recall parts package plus applicable dealer allowance to your claim.

**NOTE: See the Warranty Administration Manual, Recall Claim Processing Section, for complete recall claim processing instructions.**

For Mobile Service Reimbursement, dealer to include standard dealer entry and mark-up for parts, standard dealer entry and labor rate for service, as well as the special services code for mobile allowance. The special services LOP will only be paid once per VIN and may NOT be used in coordination with any Alternate Transportation claims.

For additional details, reference the Mobile Service Warranty Bulletin - for convenience, a copy has been linked within Recall Central on DealerCONNECT.

### PARTS INFORMATION

Part No.	Qty.	Part Name
CSDR13C2AA		
	1	Center Display Screen

### PARTS RETURN

No parts return required for this campaign.

Render the recalled part unusable and discard.

### SPECIAL TOOLS

Number	Description
2000040516	Trim Stick

### DEALER NOTIFICATION

To view this notification on DealerCONNECT, select "Global Recall System" on the Service tab, then click on the description of this notification.

### OWNER NOTIFICATION / SERVICE SCHEDULING

All involved vehicle owners known to FCA are being notified of the service requirement by first class mail. They are requested to schedule appointments for this service with their dealers. A generic copy of the owner letter is attached.

Dealers are encouraged to consider alternative scheduling and servicing approaches for this recall. This repair does not require hoists or other full service facility special equipment and is a Chrysler Mobile Service approved repair.

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### VEHICLE LISTS, GLOBAL RECALL SYSTEM, VIP AND DEALER FOLLOW UP

All involved vehicles have been entered into the DealerCONNECT Global Recall System (GRS) and Vehicle Information Plus (VIP) for dealer inquiry as needed.

GRS provides involved dealers with an updated VIN list of their incomplete vehicles. The owner's name, address and phone number are listed if known. Completed vehicles are removed from GRS within several days of repair claim submission.

To use this system, click on the "Service" tab and then click on "Global Recall System." Your dealer's VIN list for each recall displayed can be sorted by: those vehicles that were unsold at recall launch, those with a phone number, city, zip code, or VIN sequence.

**Dealers must perform this repair on all unsold vehicles before retail delivery.** Dealers should also use the VIN list to follow up with all owners to schedule appointments for this repair.

*Recall VIN lists may contain confidential, restricted owner name and address information that was obtained from the Department of Motor Vehicles of various states. Use of this information is permitted for this recall only and is strictly prohibited from all other use.*

### ADDITIONAL INFORMATION

If you have any questions or need assistance in completing this action, please contact your Service and Parts District Manager.

Customer Services / Field Operations  
FCA US LLC.

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### SERVICE PROCEDURE

#### Remove and Replace Center Display Screen

**WARNING:** Part of this recall population contains hybrid vehicles. Follow all safety precautions published in Service Library for the specific vehicle you are working on.

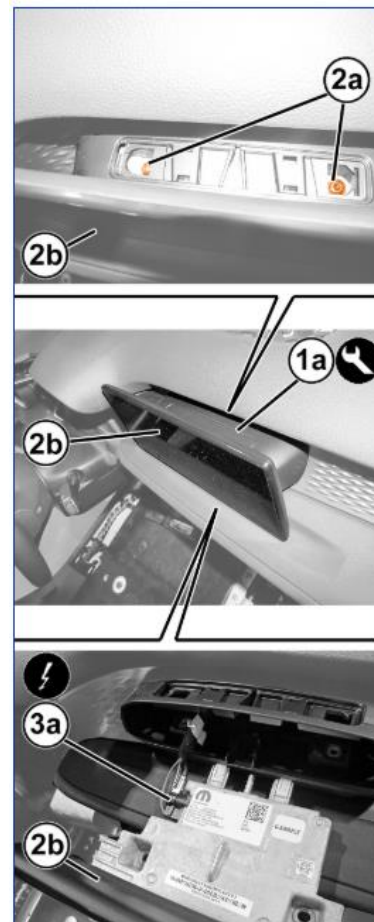
NOTE: Observe the following precautions to ensure the system is fully operational:

- Do not hit the media monitor lens with pointed or hard objects that could damage its surface; clean with a soft dry antistatic cloth and do not apply pressure.
  - Do not use alcohol, benzines and their derivatives to clean the media monitor lens.
  - Do not let any liquids enter the system: they could damage it irreparably.
1. Disconnect and isolate the negative battery cable. If equipped with an Intelligent Battery Sensor (IBS), disconnect the IBS connector first before disconnecting the negative battery cable. See PHEV Power Down in Service Library at 08 – Electrical/8F – Engine Systems/Battery Systems/Standard Procedures.
  2. Remove the media monitor rear cover (1a), starting on the passenger side, releasing its lower retainers and prying it from the right part with the special tool 2000040516 or equivalent (Figure 1).
  3. Remove the fasteners (2a) securing the display (2b) (Figure 1).
  4. Remove the media monitor (2b), from the housing and disconnect the electrical connection (3a) (Figure 1).
  5. Recover the media monitor (2b) (Figure 1).

**NOTE:** If the rubber isolator stays in the dash remove the isolator and install on the media monitor prior to installation.

#### INSTALLATION

1. Check that the media monitor is not damaged.
2. Connect the electrical connection.
3. Position the media monitor in its housing and tighten the fasteners.
4. Position the rear cover and engage its lower retainers.



**Figure 1 – Media Monitor and Rear Cover**

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5. Connect the negative battery cable. See PHEV Power Up in Service Library at 08 – Electrical/8F – Engine Systems/Battery Systems/Standard Procedures.
6. Install a battery charger and verify that the charging rate provides 13.0 to 13.5 volts. Do not allow the charger to time out during the flash process. Set the battery charger timer (if so equipped) to continuous charge.

**NOTE: Use an accurate stand-alone voltmeter. The battery charger volt meter may not be sufficiently accurate. Voltages outside of the specified range will cause an unsuccessful flash. If voltage reading is too high, apply an electrical load by activating the park or headlamps and/or HVAC blower motor to lower the voltage.**

7. Connect the wiTECH MDP to the vehicle data link connector.
8. Place the ignition in the “**RUN**” position.
9. Open the wiTECH 2.0 website.
10. Enter your “**User id**” and “**Password**” and your “**Dealer Code**”, then select “**Sign In**” at the bottom of the screen. Click “**Accept**”.
11. From the “**Vehicle Selection**” screen, select the vehicle to be updated.
12. Select the “**EPS**” icon.
13. Select the “**Miscellaneous Functions**” tab.
14. Select “**Calibrate Steering Angle / Reset**” and follow screen prompts.
15. Click “**View DTCs**”, select “**Clear All DTCs**”, click “**Continue**” and then click “**Close**”.
16. Place the ignition in the “**OFF**” position and then remove the wiTECH MDP device from the vehicle.
17. Remove the battery charger from the vehicle.
18. Close the vehicle hood and return the vehicle to the customer.