

SAFETY RECALL

NORTH AMERICA

Rearview Camera Bluescreen or Inoperative



Reference: 34C / NHTSA 25V-388

FCA US LLC



Remedy available for
2023 (RU) Chrysler Pacifica/Voyager

Template Version 1.0

Revision	Edition	Detail
0	June 2025	Initial Version.

SYMPTOM DESCRIPTION

The rearview camera on about 160 of the above vehicles may contain a solder void between the circuit board and an image signal processing chip which may prevent the rearview image from displaying during 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 above fails to comply with the requirements of 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.

SCOPE

This recall applies only to the above vehicles equipped with a Rear Back-up Camera (sales code XAC).

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

Inspect the date code on the camera and replace it if it falls within the specified range.

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.

SAFETY RECALL

NORTH AMERICA

Rearview Camera Bluescreen or Inoperative



Reference: 34C / NHTSA 25V-388

FCA US LLC

Use the following labor operation numbers and time allowances:

Labor Description	Number	Hrs
Camera assembly, Inspect Date Code	08-34-C1-81	0.3
Camera assembly Inspect Date Code and Replace Camera	08-34-C1-82	0.3

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
68227397AH	1	Rearview Camera

PARTS RETURN

No parts return required for this campaign.

Render the recalled part unusable and discard.

SPECIAL TOOLS

No Special Tools are required to perform this service procedure.

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.

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.

SAFETY RECALL

NORTH AMERICA

Rearview Camera Bluescreen or Inoperative

Reference: 34C / NHTSA 25V-388



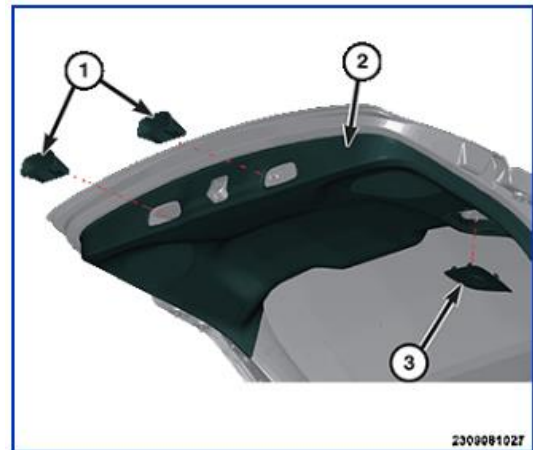
FCA US LLC

SERVICE PROCEDURE

A. Remove Parkview Rear Back-up Camera

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.

1. Disconnect and isolate the negative cable from the battery. If equipped with an Intelligent Battery Sensor (IBS), disconnect the IBS connector before disconnecting the negative cable from the battery.
2. Open the liftgate.
3. Using a trim stick or equivalent, remove the liftgate lamp (3) and disconnect the wire harness connector, if equipped (Figure 1).
4. Using a trim stick or equivalent, release the top of the pull cup (1) first then the bottom and remove. Remove both pull cups (Figure 1).
5. Using a trim stick or equivalent, release the retaining clips and remove the lower liftgate trim panel (2) (Figure 1).



- 1 - Pull Cup
- 2 - Liftgate Trim Panel
- 3 - Liftgate Lamp

Figure 1 – Liftgate Lower Trim

SAFETY RECALL

NORTH AMERICA

Rearview Camera Bluescreen or Inoperative

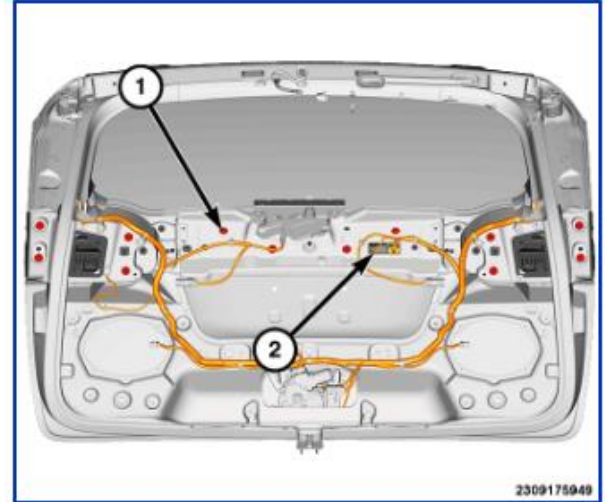
Reference: 34C / NHTSA 25V-388



FCA US LLC

For vehicles WITH integrated lights (Steps 6 - 8):

6. Disconnect the wire harness connectors (2) (Figure 2).
7. Remove the 12 fasteners (1) (Figure 2).



- 1 - Fasteners
- 2 - Wire Harness Connectors

Figure 2 – Liftgate Wire Harness

8. Using a trim tool, remove the lamp bar (2) (Figure 3).



- 1 - Liftgate
- 2 - Lamp Bar

Figure 3 – Integrated Lamp Bar

SAFETY RECALL

NORTH AMERICA

Rearview Camera Bluescreen or Inoperative

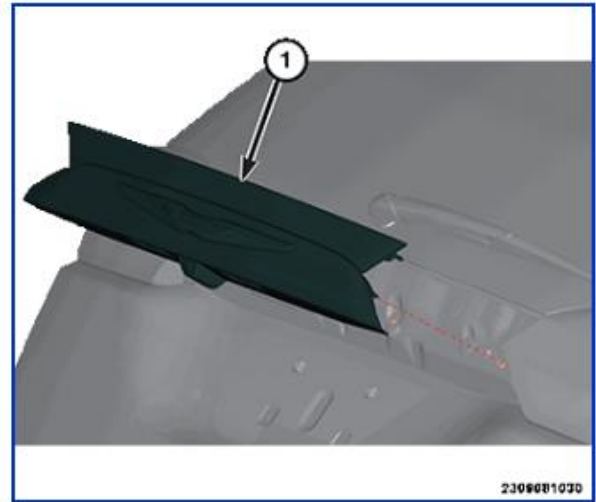
Reference: 34C / NHTSA 25V-388



FCA US LLC

For vehicles WITHOUT integrated lights (Steps 9 – 11):

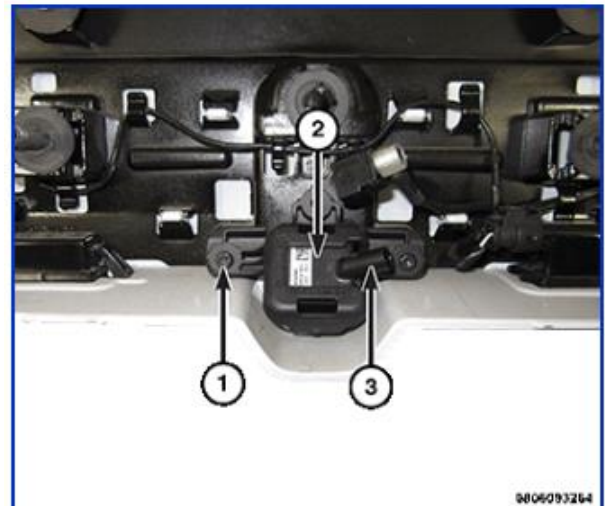
9. Disconnect the wire harness connector from the lamp bar.
10. Remove the six plastic nuts.
11. Using a suitable sized socket, install the socket over the squeeze fasteners to release the tabs and remove the lamp bar (Figure 4).



1 - Lamp Bar

Figure 4 – Lamp Bar

12. Remove the Rear View Camera (RVC) to lamp bar fasteners (1) and remove the RVC and bracket (2) (Figure 5).
13. Disconnect the jumper wire harness connector (3) from the RVC on the back of the lamp bar (Figure 5).



1 - Lamp Bar Fasteners

2 - RVC

3 - Jumper Wire Harness Connector

Figure 5 – Rear View Camera

SAFETY RECALL

NORTH AMERICA

Rearview Camera Bluescreen or Inoperative



Reference: 34C / NHTSA 25V-388

FCA US LLC

B. Inspect Parkview Rear Back-up Camera

NOTE: There are 3 retaining tabs that hold the camera to the bracket. Use care not to break the tabs when removing the camera.

1. Carefully remove the RVC from the camera bracket (Figure 6).

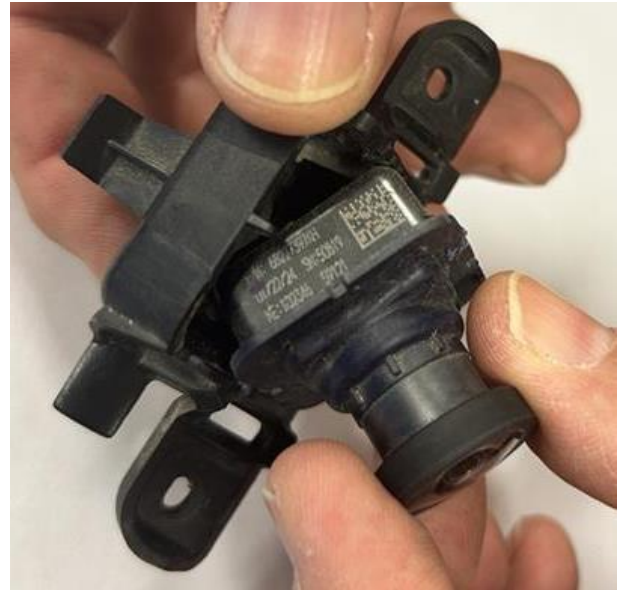


Figure 6 – RVC and Camera Bracket

2. Inspect the build date on the RVC (Figure 7).
 - Build date 04/17/23 or 04/18/23, replace the camera.
 - All other build dates, re-install camera.



Figure 7 – Inspect Build Date

SAFETY RECALL

NORTH AMERICA

Rearview Camera Bluescreen or Inoperative



Reference: 34C / NHTSA 25V-388

FCA US LLC

C. Install/Re-Install Parkview Rear Back-up Camera

1. Follow the removal procedure in reverse for general reassembly of the components on the vehicle. The steps listed below are calling out specific procedures that should be followed during installation.
 - Position the RVC to the back of the lamp bar.
 - Install and tighten the RVC to lamp bar fasteners securely.
 - Position the lamp bar onto the liftgate and seat fully.
 - Install the lamp bar fasteners and tighten securely.
 - Using hand pressure, press firmly to engage the lower trim panel retaining clips.
 - Connect the wire harness connector to the liftgate lamp if equipped, and seat fully.