

SAFETY RECALL

NORTH AMERICA

Rearview Camera



Reference: 59C / NHTSA 25V-552

FCA US LLC



Remedy available for

2019-2020 (JC) Dodge Journey



RAM

Remedy available for

2019-2021 (VF) Ram ProMaster

Template Version 1.0

Revision	Edition	Detail
1	July 2026	Remedy now available for all vehicles. Parts information table updated.

SYMPTOM DESCRIPTION

The rearview camera about 219,577 of the above vehicles may have thermal fatigue cracks in the microprocessor solder which can cause the rearview camera to display a blank/black/blue or inverted screen in place of the rearview image. A rearview image that is blank/black/blue or inverted reduces the driver's view of what is behind the vehicle, increasing the risk of a crash.

The condition above fails to comply with the requirements of 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..." 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

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 rearview camera.

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.

Use the following labor operation numbers and time allowances:

Labor Description	Number	Hrs
Replace the Rearview Camera (VF) Ram ProMaster	08-59-C1-82	0.2
Replace the Rearview Camera (JC) Dodge Journey	08-59-C1-83	0.3

Add the cost of the recall parts 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

2019-2020 (JC) Dodge Journey

Part No.	Qty.	Part Name
CSRM59C3AA	1	Rearview Camera

2019-2021 (VF) Ram ProMaster

Part No.	Qty.	Part Name
CSRM59C1AA	1	Rearview Camera With sale code XAC Without sale code MWJ
CSRM59C2AA	1	Rearview Camera With sale code XAC With sale code MWJ
CSRM59C4AA	1	Rearview Camera With sale code XA3

Sales Codes Reference:

XA3 - REAR BACK-UP CAMERA KIT

XAC - PARKVIEW REAR BACK-UP CAMERA

MWJ - HIGH ROOF

PARTS RETURN

No parts return required for this campaign.

Render the recalled rearview camera 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.

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.

SERVICE PROCEDURE

A. Replace The Rearview Camera (JC) Dodge Journey

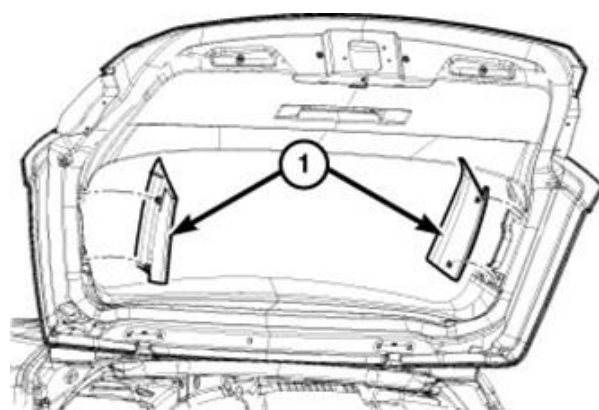
1. Open the liftgate and hood before disconnecting the battery.
2. Disconnect and isolate the battery negative cable from the remote terminal nut (1) (Figure 1).



Figure 1 – Battery Negative Cable

1 – Negative Cable Remote Terminal Nut

3. Using trim stick or equivalent, pry around the perimeter of the trim panel to release the retaining fasteners and remove the left and right side trim panels (1) (Figure 2).



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Figure 2 – Liftgate Side Trim Panels

1 – Trim Panels Right and Left

4. Remove the two lower fasteners (1) (Figure 3).

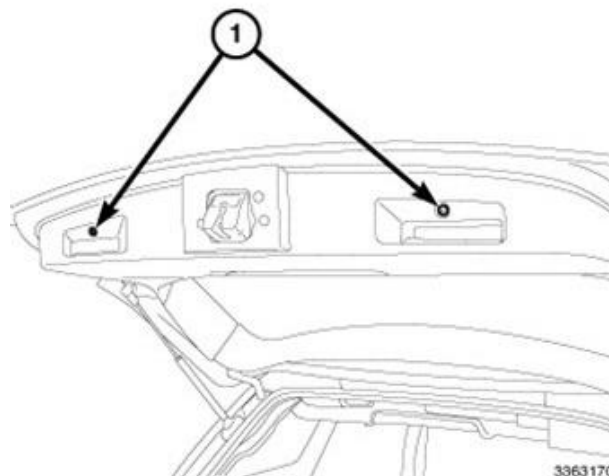


Figure 3 – Liftgate Lower Panel

1 – Fasteners

5. Using trim stick or equivalent, pry around the perimeter of the lower trim panel (1) to release the retaining fasteners (Figure 4).

6. Position the lower trim panel (1) slightly away from the door and disconnect the wiring harness from the liftgate lamp (2) (Figure 4).

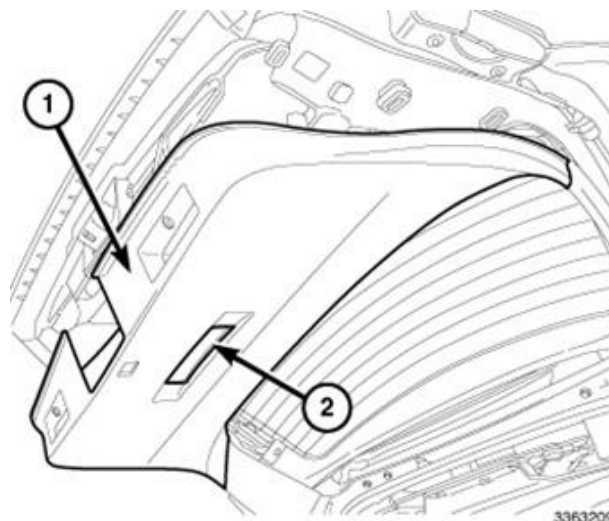


Figure 4 – Liftgate Lower Panel

1 – Trim Panel

2 – Liftgate Lamp

7. Remove the lower trim panel (1) (Figure 4).

8. Remove the nut (1) that secures the liftgate handle and backup camera assembly to the liftgate (Figure 5).
9. Release the liftgate handle latch cable from the retainer (2) (Figure 5).
10. Disconnect the three electrical connectors (3) for the liftgate handle, rearview camera, and license plate lamp (Figure 5).

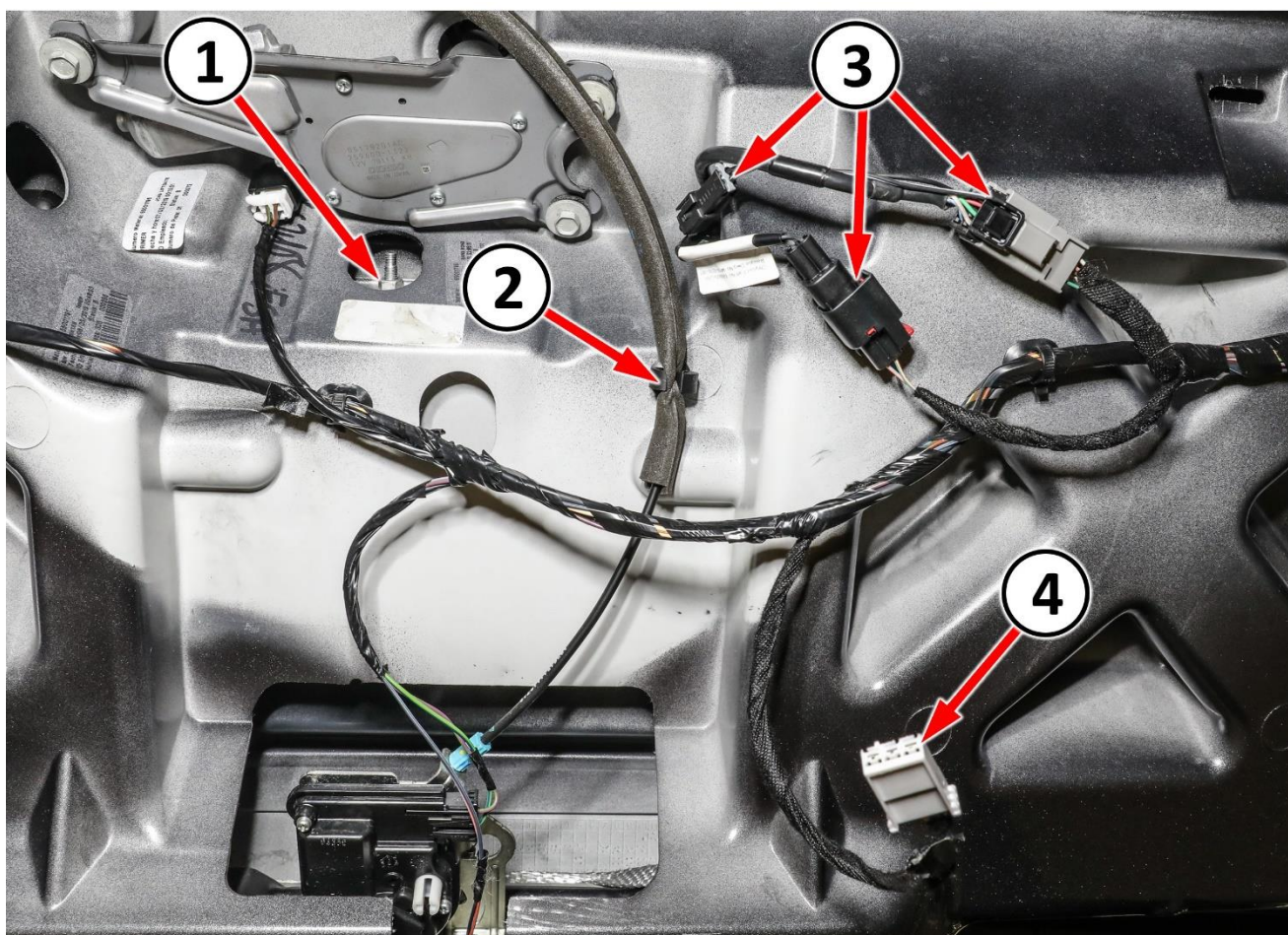


Figure 5 – Inside Liftgate

- 1 – Liftgate Handle Nut
- 2 – Liftgate Handle Latch Cable Retainer
- 3 – Liftgate Handle, Rearview Camera, and License Plate Lamp Electrical Connectors
- 4 – Liftgate Lamp Electrical Connector

11. Remove the license plate from the vehicle.
12. Remove the four screws (1) that secure the liftgate handle assembly (2) to the outside of the liftgate (Figure 6).
13. Partially remove the liftgate handle assembly (2) from the liftgate while guiding the electrical connectors for liftgate handle, rearview camera, and license plate lamp through the liftgate (Figure 6).
14. Disconnect the license plate lamp wire harness connector (2) (Figure 7).
15. Remove the camera two screws (3) then remove the camera (4) from the liftgate handle assembly (Figure 7).

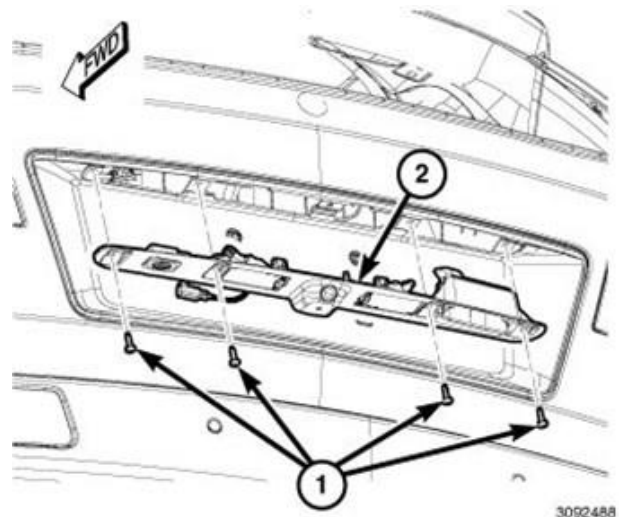


Figure 6 – Liftgate Handle Assembly

1 – Fasteners

2 – Liftgate Handle Assembly

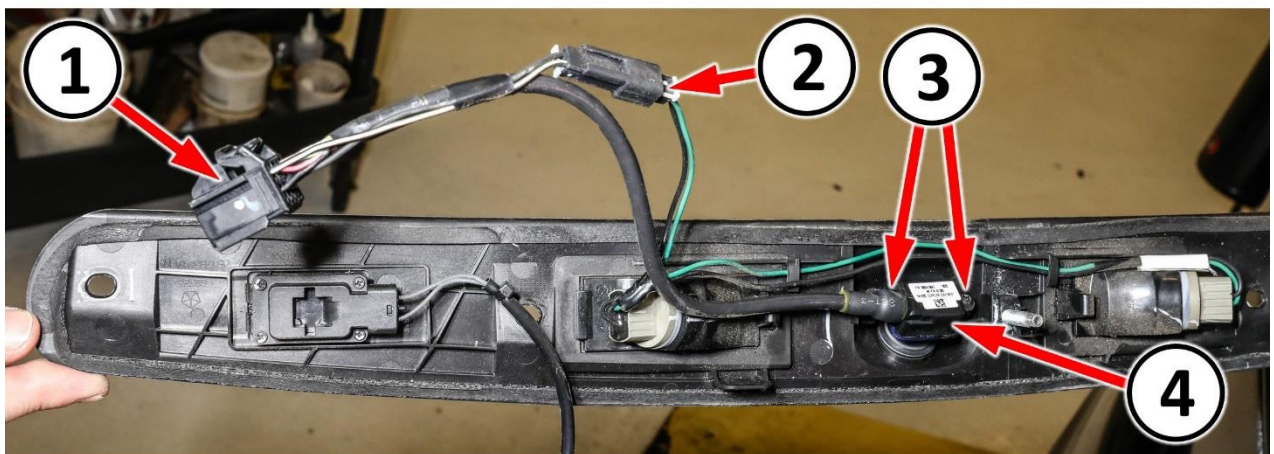


Figure 7 – Rearview Camera

- 1 - Rearview Camera Wire Harness Connector
- 2 - License Plate Lamp Wire Harness Connector
- 3 - Rearview Camera Screws
- 4 - Rearview Camera

16. Install the camera (4) to the liftgate handle assembly and fasten with the two screws (3) (Figure 6). (Figure 7).
17. Connect the license plate lamp wire harness connector (2) (Figure 7).
18. Guide the electrical connectors for liftgate handle, rearview camera, and license plate lamp through the liftgate.
19. Position the liftgate handle assembly (2) to the liftgate and install the four screws (1). Tighten the screws securely (Figure 6).
20. Install the license plate to the vehicle.
21. Connect the three electrical connectors (3) for the liftgate handle, rearview camera, and license plate lamp (Figure 5).
22. Secure the liftgate handle latch cable to the retainer (2) (Figure 5).
23. Install the nut (1) that secures the liftgate handle assembly to the liftgate (2). Tighten the nut securely (Figure 5).
24. Position the lower trim panel (1) towards the door and connect the wiring harness to the liftgate lamp (2) (Figure 4).
25. Align the trim panel's retaining fasteners to the openings in the liftgate, hand tap around the perimeter of the lower trim panel (1) to engage the retaining fasteners (Figure 4).
26. Install the lower fasteners (1). Tighten the fasteners securely (Figure 3).
27. Align the trim panel's retaining fasteners to the openings in the liftgate, hand tap around the perimeter of the side trim panel (1) to secure the retaining fasteners. Repeat on the opposite side (Figure 2).
28. Close the liftgate.
29. Connect the battery negative cable to the remote terminal (1). Install and tighten the remote terminal nut to 28 N·m (18 Ft. Lbs.) (Figure 1).
30. If the clock date/time programming was lost due to battery disconnect, remember to reset the clock when you have completed the service procedure. On the radio touchscreen, press the "Clock" button to display the different options related to setting the vehicle's internal clock.
31. Start vehicle, place transmission in reverse, then confirm that the review camera functions as expected.
32. Return vehicle to customer or inventory.

B. Replace The Rearview Camera (VF) Ram ProMaster

1. Open the rear cargo doors prior to disconnecting the battery.
2. Turn the ignition switch to the Off position. Be certain that all electrical accessories are turned off.
3. Remove the battery cover (1) by loosening fasteners (2, 3) (Figure 8).

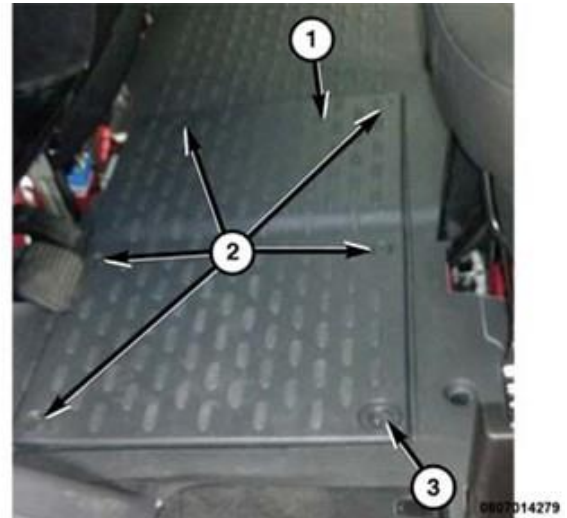


Figure 8 – Battery Cover

- 1 – Battery Cover
- 2 – Fasteners
- 3 – Fastener

NOTE: It may be necessary to use a battery terminal puller if the battery cable terminal clamps are seized on to the battery posts.

4. If equipped with an Intelligent Battery Sensor (IBS), disconnect the IBS connector first before disconnecting the negative battery cable.
5. Loosen the battery negative cable terminal clamp (1) and remove the negative cable from the battery negative terminal post to disconnect the battery, then isolate negative cable (Figure 9).

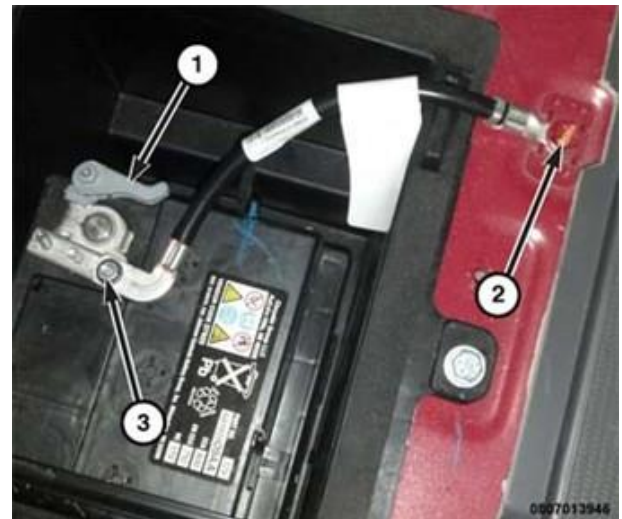


Figure 9 – Battery

- 1 – Terminal Clamp
- 2 – Ground Connection
- 3 – Battery Negative Cable

6. Inside the vehicle, reach through the access hole (1) left of center to disconnect the rearview camera wire harness connector (2) (Figure 10).

NOTE: If vehicle is equipped with a cargo lamp (3), it may be helpful to unclip the lamp for additional access through the center access hole (Figure 10).

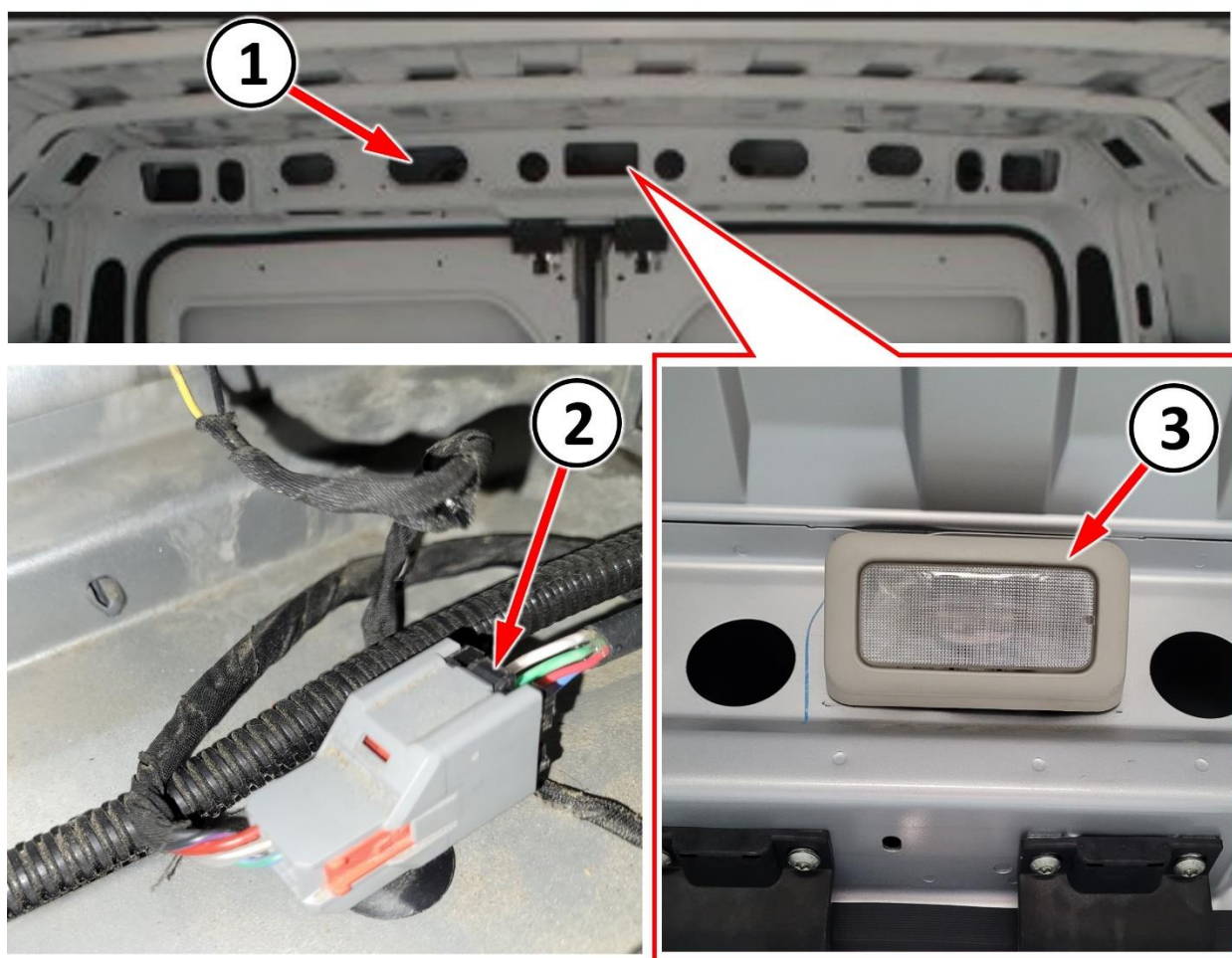


Figure 10 – Rearview Camera Wire Harness Connector

- 1 – Access Hole
- 2 – Wire Harness Connector
- 3 – Cargo Lamp

7. Remove the two screws (1) from the clearance lamp housing (2) (Figure 11)

8. Separate the clearance lamp housing (2) from the mounting bracket to access the electrical connector on the back side (Figure 11).

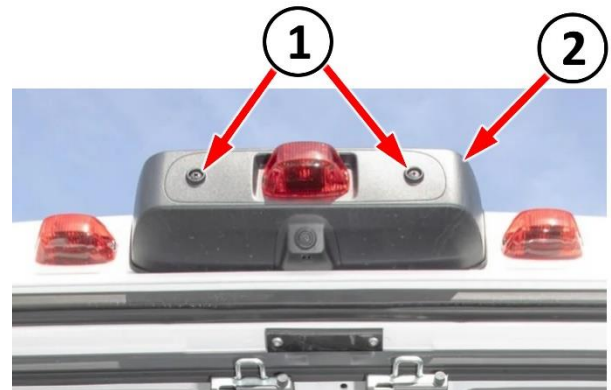


Figure 11 – Clearance Lamp Housing

1 – Screws

2 – Clearance Lamp Housing

9. Disconnect the wire harness connector (2) from the clearance lamp (Figure 12).

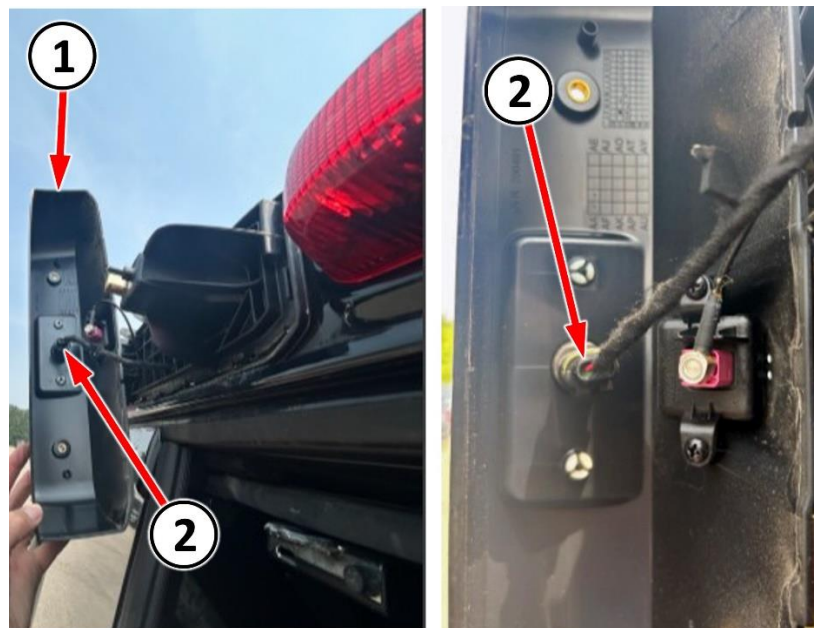


Figure 12 – Clearance Lamp Electrical Connector

1 – Wire Harness Connector

2 – Clearance Lamp Housing

10. Remove the clearance lamp housing (1) from the vehicle while also guiding the rearview camera wire harness (2) through the vehicle roof and clearance lamp bracket (Figure 13).
11. Remove the camera two screws (3) then remove the camera (4) from the clearance lamp housing (Figure 13).

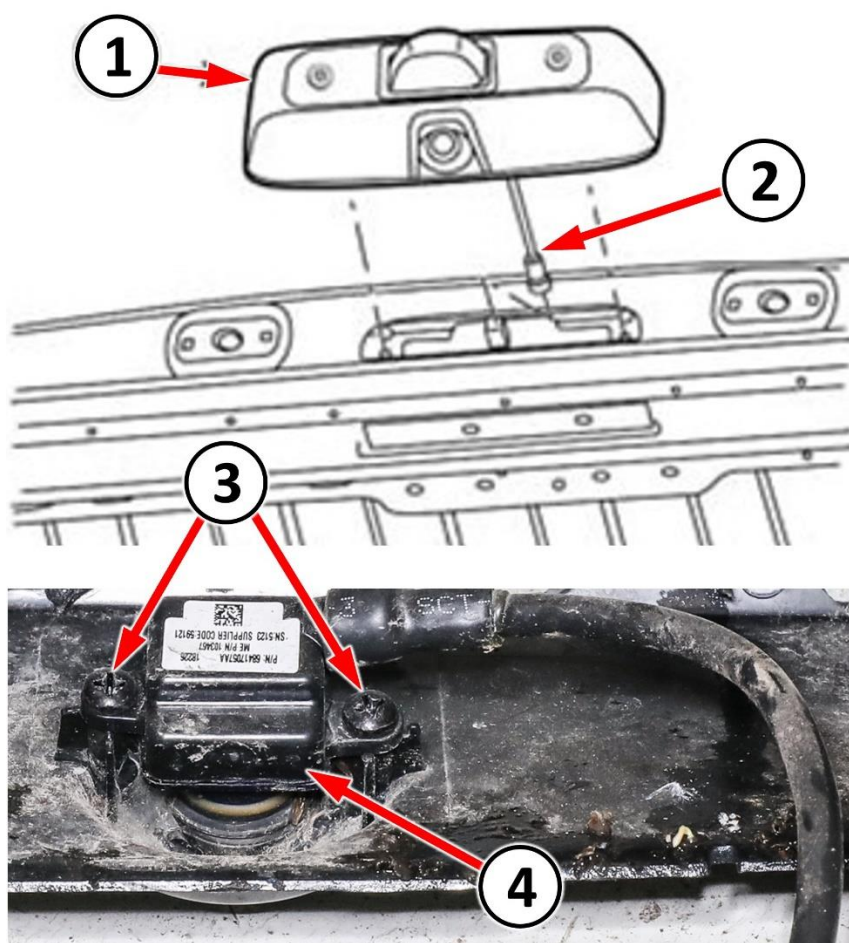


Figure 13 – Clearance Lamp Housing and Rearview Camera

- 1 – Clearance Lamp Housing
- 2 – Rearview Camera Wire Harness
- 3 – Screws
- 4 – Rearview Camera

12. Install the camera (4) into the center clearance lamp housing and fasten with the two screws (3) (Figure 13).
13. Guide the rearview camera wire harness (2) through the clearance lamp bracket and vehicle roof (Figure 13).
14. Connect the wire harness connector (2) to the clearance lamp (Figure 12).
15. Position the clearance lamp housing (2) to the mounting bracket (Figure 11)
16. Install and securely tighten the screws (1) securing the clearance lamp housing (2) to the mounting bracket (Figure 11).
17. Inside the vehicle, reach through the access hole (1) left of center to connect the rearview camera wire harness connector (2) (Figure 10).

NOTE: If previously removed, reinstall the cargo lamp.

18. Install the battery negative cable onto the battery post. Lock the clamp (1) to connect the battery (Figure 9).
19. If equipped with an Intelligent Battery Sensor (IBS), connect the IBS connector.
20. Install the battery cover (1) and related fasteners (2, 3) (Figure 8).
21. Set date and time on clock. If not reset, Electronic Vehicle Information Center (EVIC) will continue blinking. When the Clock & Date button is pressed on the touchscreen, the system displays the different options related to setting the vehicle's internal clock.
22. Start vehicle, place transmission in reverse, then confirm that the review camera functions as expected.
23. Return vehicle to customer or inventory.

This notice applies to your vehicle,

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXX

59C/NHTSA 25V-552

LOGO

VEHICLE PICTURE

YOUR SCHEDULING OPTIONS

- 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 part availability and help schedule an appointment.
- 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 59C.

IMPORTANT SAFETY RECALL

Rearview Camera

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 [2019-2020 model year (JC) Dodge Journey] vehicles fail to comply with Federal Motor Vehicle Safety Standard (FMVSS) No. 111 - Rear visibility.

It is extremely important to take steps now to repair your vehicle to ensure the safety of you and your passengers.

WHY DOES MY VEHICLE NEED REPAIRS?

The rearview camera on your vehicle ^[1] may have thermal fatigue cracks in the microprocessor solder which can cause the rearview camera to display a blank/black/blue or inverted screen in place of the rearview image. **A rearview image that is blank/black/blue or inverted reduces the driver's view of what is behind the vehicle, increasing the risk of a crash.**

The condition above fails to comply with the requirements of 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.

HOW DO I RESOLVE THIS IMPORTANT SAFETY ISSUE?

FCA US LLC will repair your vehicle ^[2] free of charge (parts and labor). To do this, your dealer will replace the rearview camera. The estimated repair time is 30 minutes. In addition, your dealer will require your vehicle for proper check-in, preparation, and check-out during your visit, which may require more time. Your time is important to us, so we recommend that you schedule a service appointment to minimize your inconvenience. Ask your dealer for alternate transportation options while your vehicle is in service. Please bring this letter with you to your dealership.

**TO SCHEDULE YOUR FREE REPAIR,
CALL YOUR CHRYSLER, JEEP®, DODGE OR RAM DEALER TODAY**

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 to submit your reimbursement request online. ^[3] 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.

[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.

This notice applies to your vehicle,

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXX

59C/NHTSA 25V-552

LOGO

VEHICLE PICTURE

YOUR SCHEDULING OPTIONS

- 1. RECOMMENDED OPTION**
Call your authorized BusinessLink dealer.
- 2. Call the FCA Recall Assistance Center at 1-800-853-1403.** An agent can confirm part availability and help schedule an appointment.
- 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.

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**TO SCHEDULE YOUR FREE REPAIR,
CALL YOUR BUSINESSLINK DEALER TODAY**

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 to submit your reimbursement request online. ^[3] 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

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