

SAFETY RECALL

Radio Black Screen



FCA US LLC

Reference: A2C



Remedy available for:
 2025 (GA) Alfa Romeo® GIULIA
 2025 (GU) Alfa Romeo® STELVIO

Remedy NOT available for:
 2020-2024 (GA) Alfa Romeo® GIULIA
 2020-2024 (GU) Alfa Romeo® STELVIO

Template Version 1.8

Revision	Edition	Detail
1	October 2025	Numerous text updates added or revised.

SYMPTOM DESCRIPTION

The radio on about 62,900 of the above vehicles may have been built with a Printed Circuit Board (PCB) defect and/or a software defect, which may result in the rearview image not displaying in a backing event. Failure to display a rearview image can increase 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." Suspect vehicles may not display the rearview image during a backing event under certain conditions.

SCOPE

This recall applies only to the above vehicles.

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

IMPORTANT: Some of the involved vehicles may be in dealer new vehicle inventory. Dealers should complete this campaign service on these vehicles before retail delivery. Dealers should also perform this repair on vehicles in used vehicle inventory and those vehicles in for service. Involved vehicles can be determined by using the VIP inquiry process.

- 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 radio, and if necessary, replace it with a radio at the latest software level. If the radio passes inspection, a software update will be performed.

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
Inspect Radio Functionality and Entertainment Telematics Module (ETM) Software Level	18-A2-C1-81	0.6
Inspect Radio Functionality and Update Entertainment Telematics Module (ETM) s/w 145.000.088 (ONE Step)	18-A2-C1-82	0.9

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.

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SAFETY RECALL

Radio Black Screen



FCA US LLC

Labor Description	Number	Hrs
Inspect Radio Functionality and Update Entertainment Telematics Module (ETM) s/w 127.000.004 and 145.000.088 (TWO Step)	18-A2-C1-83	1.0
Inspect Radio Functionality and Replace Entertainment Telematics Module (ETM)	18-A2-C1-84	1.7

NOTE: Use the related LOPs to create the needed USB Jump Drives for updating the ETM.

Related Operations	Number	Hrs
Create USB Jump Drive from Uconnect Website for Software Version 145.000.088	18-A2-C1-50	0.2
Create USB Jump Drive from Uconnect Website for Software Version 127.000.004	18-A2-C1-51	0.1

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 **10/14/2025** and the remedy was made available on **10/30/2025**, therefore, the number of days cannot exceed **16** days.

Vehicle	Average Daily Allowance
2025 Alfa Romeo Giulia	█
2025 Alfa Romeo Stelvio	█

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

Qty	Part Name	Part No.
1	Radio	68729405AA

PARTS RETURN

No parts return required for this campaign.

SPECIAL TOOLS

Number	Description
NPN	wiTECH MicroPod II / MDP
NPN	Laptop Computer
NPN	wiTECH Software
2000040516	Trim Stick or equivalent

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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SAFETY RECALL Radio Black Screen



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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.

SAFETY RECALL

Radio Black Screen



FCA US LLC

SERVICE PROCEDURE

Operation 1 – Check conformity

1. Start the vehicle's engine.
2. Wait for 2 minutes.
3. Switch off the vehicle's engine.
4. Wait for 1 minute.
5. Repeat the procedure 10 times.
6. Within the radio menu, check the current software version.
 - Select the **"Settings"** widget.
 - Select **"System"**.
 - Select **"Update software"**.
 - Take note of the **"Current version"**.

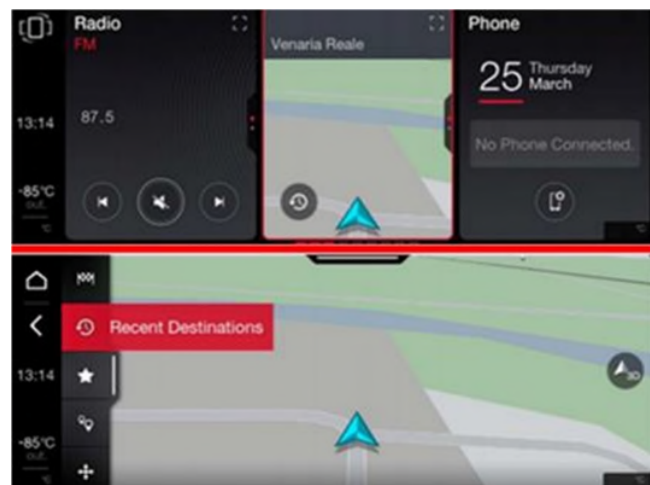
If software is at or above 145.000.088, and the black screen does not appear, the vehicle can be returned to the customer.

7. If the black screen does not appear (off with the car running), and software is below 145.000.088, proceed with the software update as described in **Operation 2**.
8. If the black screen (off with the car running) occurs at least once, the control unit is NOT compliant (NOK), proceed with the replacement as described in **Operation 3**.

Operation 2 – Radio software update

Delete "Recent Destinations" (only if the vehicle is equipped with the Navigator option)

1. Switch on the system and on the press the "Navigation" widget Home screen.
2. Press the "Recent Destinations" icon.



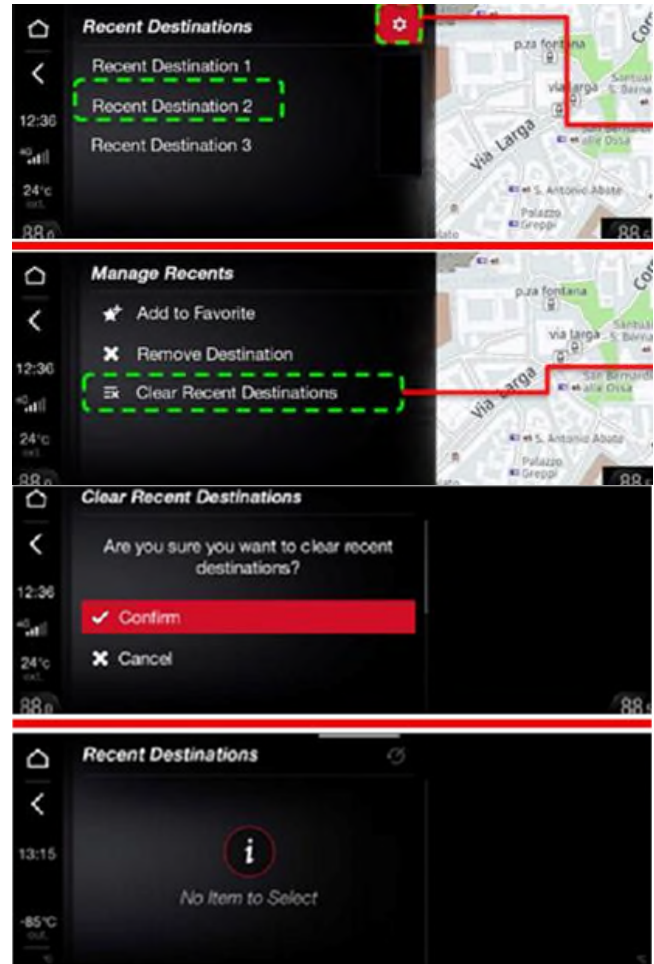
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SAFETY RECALL Radio Black Screen



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3. Press the "Settings".
4. Press the "Delete recent destinations" command.



5. Confirm the deletion.
6. After deletion, the list will appear empty.

Transition Software Download

7. Download the Transition Software Update to a USB Flash Drive.
 - A USB Flash Drive must be at least 4GB or higher
 - The flash drive must not contain any files (including documents, music, or pictures)
8. Plug the flash drive into the computer and make sure it is active and ready to use. Record the name of the USB flash drive and the drive location.
9. Format the USB flash drive (FAT32).
10. Confirm that there are no files or folders on the USB Flash drive. This is done to ensure that there are no conflicting files that may interrupt the software update process.
11. Leave the USB Flash drive in the computer and proceed to the next step.
12. Go to Dealer CONNECT.
13. Select the "Service" tab.

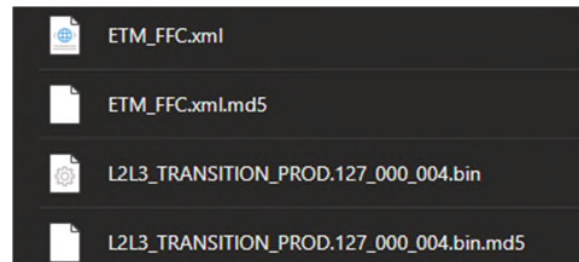
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SAFETY RECALL Radio Black Screen



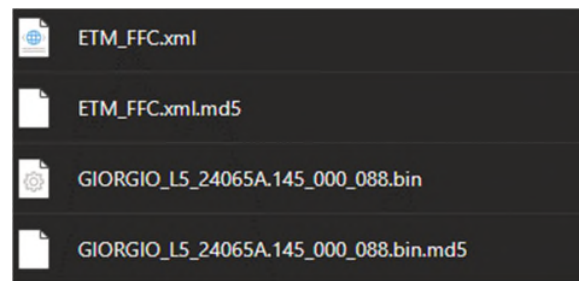
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14. Select "**Uconnect**" from the Uconnect Command Center.
15. Select "**Uconnect Dealer Software Downloads**".
16. Enter the vehicle VIN. And select "**GO**".
17. Select Software Release ID (transition software ID is 1943).
18. Select the "**MAC**" operating system (OS) only.
19. Select the download directly to your browser.
20. Select the downloaded file and extract the file to the USB drive folder.
21. Safely remove the jump drive from your computer and proceed to **Target Software Download**.



Target Software Download

22. Download the Target Software Update to a USB Flash Drive.
 - A USB Flash Drive must be at least 4GB or higher
 - The flash drive must not contain any files (including documents, music, or pictures)
23. Plug the flash drive into the computer and make sure it is active and ready to use. Record the name of the USB flash drive and the drive location.
24. Format the USB flash drive (FAT32).
25. Confirm that there are no files or folders on the USB Flash drive. This is done to ensure that there are no conflicting files that may interrupt the software update process.
26. Leave the USB Flash drive in the computer and proceed to the next step.
27. Go to Dealer CONNECT.
28. Select the "**Service**" tab.
29. Select "**Uconnect**" from the Uconnect Command Center.
30. Select "**Uconnect Dealer Software Downloads**".
31. Enter the vehicle VIN. And select "**GO**".
32. Select Software Release ID (target software ID is 2037).
33. Select the "**MAC**" operating system (OS) only.
34. Select the download directly to your browser.
35. Select the downloaded file and extract the file to the USB drive folder.



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SAFETY RECALL Radio Black Screen



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36. Safely remove the jump drive from your computer and proceed to radio updates.

- If the software version is lower than version **127.000.004**, the radio must be updated according to the procedure provided in **TRANSITION SOFTWARE**.
- If the software version is equal to or greater than version **127.000.004**, the radio must be updated according to the procedure provided in **TARGET SOFTWARE**.

TRANSITION SOFTWARE

37. Switch on the system.

38. Remove any media connected to the USB port.

39. Connect the USB drive containing the transition software to the USB port of the system.

40. After a few seconds, the following message will be displayed on the screen: "To stop flashing, remove the USB device. To start it, confirm with OK".

41. Press OK to start the installation of the transition software.

42. A blue screen with Marelli logo will appear.



43. The counter for the integrity check is displayed on the same screen.

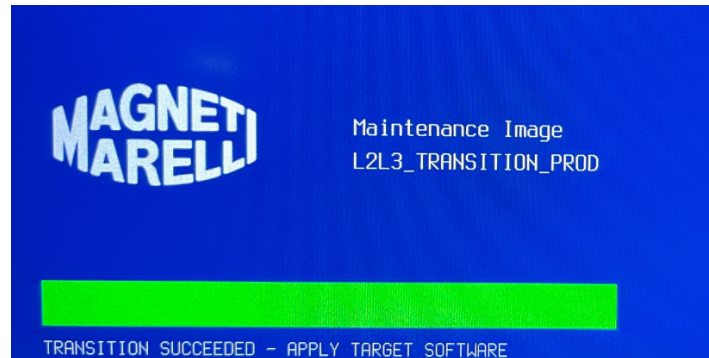
44. The radio is rebooted.

SAFETY RECALL Radio Black Screen



FCA US LLC

45. After rebooting, the message "Transition succeeded" and a green bar will appear.



46. Remove the USB drive containing the transition software from the USB port of the system.

47. Proceed as described in **TARGET SOFTWARE**.

TARGET SOFTWARE

48. Switch on the system if it has not been switched on before.

49. Remove any media connected to the USB port.

50. Connect the USB drive containing the target software to the USB port of the system.

51. Installation of the target software will start after a few seconds.

52. A blue screen with Marelli logo will appear.



53. The counter for the integrity check is displayed on the same screen.

54. The radio is rebooted.

SAFETY RECALL Radio Black Screen



FCA US LLC

55. After rebooting, the BLUE screen with the "Marelli" logo will appear again also contains a bar indicating the progress of the installation in progress.



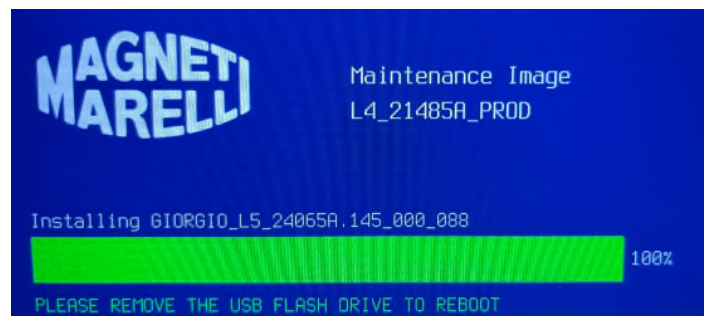
56. Wait for the bar to turn green with a message indicating that you can remove the USB drive.

57. Remove the USB drive.

58. Wait for the system to reboot to be fully operational.

59. The update has been completed successfully.

60. To check the version of the software installed on the radio: on the "**Home**" > "**System**" > "**SW Update**" > "**Current Version**" screen, a value such as the following will appear:
- MV - **145.000.088**
- TV - **145.000.088**



61. Using wiTECH, clear any codes set during this process.

62. Hand the vehicle back to the Customer.

SAFETY RECALL Radio Black Screen



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Operation 3 – Replacement of the radio

Refer to the detailed Giulia and Stelvio service procedures available in DealerCONNECT/ Service Library under: Service Info> 08 - Electrical / 8E - Electronic Control Modules / MODULE, Radio/Entertainment Telematics / Removal and Installation.

NOTE: New ETMs are supplied with the latest software for this recall installed. No updating with USB as described under Transition Software or Target Software are necessary.

After battery power is restored, perform the EPS routines found under EPS Miscellaneous Functions in wiTECH.

In the event the ETM is replaced, the modules listed below must be updated otherwise new vehicle issues may be induced. Check the Topology screen in wiTECH to determine if updates are available for:

- Automatic Braking System (ABS) module
- Park Assist Module (PAM)
- Amplifier (AMP)
- Body Control Module (BCM)
- Instrument Panel Cluster (IPC)

After the IPC is updated the updates below must be performed:

- If equipped with the 2.0L, the Powertrain Control Module (PCM) will also need to be updated
- If equipped with the 2.9L, both PCMs will need to be updated
- After the PCM(s) are updated the Transmission Control Module (TCM) will require updates
- Left and Right Blind Spot System (LBSS and RBSS) modules will need to be updated

Hand the vehicle back to the Customer.

This notice applies to your vehicle,

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXXXX

A2C/NHTSA 25V-667

LOGO

VEHICLE PICTURE

YOUR SCHEDULING OPTIONS

1. **RECOMMENDED OPTION**

Call your authorized Alfa Romeo dealership.

2. Call Alfa Romeo Premium Care at **1-866-932-3881**. 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 Alfa Romeo dealership, 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 A2C.

IMPORTANT SAFETY RECALL

Radio Black Screen

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 [2020 through 2025 Model Year (GA) Alfa Romeo Giulia and 2020 through 2025 Model Year (GU) Alfa Romeo Stelvio] vehicles fail to comply with Federal Motor Vehicle Safety Standard (FMVSS) No. 571 – 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 radio on your vehicle ^[1] may have been built with a Printed Circuit Board (PCB) defect and/or a software defect, which may result in the rearview image not displaying in a backing event. **Failure to display a rearview image can increase 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." 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 inspect the radio, and if necessary, replace it with a radio at the latest software level. If the radio passes inspection, a software update will be performed. The estimated repair time is 36 minutes to 2 hours. In addition, your dealer will require your vehicle for proper check-in, preparation, and check-out during your visit, which 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 ALFA ROMEO 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
Fiat Chrysler Automobiles 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 Alfa Romeo Premium Care at 1-866-932-3881 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.