

SAFETY RECALL
NORTH AMERICA
Rearview Camera Visibility



Reference: 78D / NHTSA 26V-531

FCA US LLC



Remedy available for
2026-2027 (LB) Dodge Charger



Remedy available for
2026 (JL) Jeep Wrangler
2026 (JT) Jeep Gladiator
2026 (KM) Jeep Cherokee
2026 (MP) Jeep Compass
2026 (WL) Jeep Grand Cherokee
2026 (WL) Jeep Grand Cherokee L
2026 (WS) Jeep Grand Wagoneer
2026 (WS) Jeep Grand Wagoneer L



RAM

Remedy available for
2026 (DT) Ram 1500 Pickup
2026 (DJ) Ram 2500 Pickup
2026 (VF) Ram ProMaster
2026 (VF) Ram ProMaster Electrical Vehicle (EV)



Remedy not available for

2026-2027 (RU) Chrysler Pacifica
2026 (RU) Chrysler Voyager
2026 (RU) Chrysler Pacifica plug-in hybrid vehicles (PHEV)

Template Version 1.0

Revision	Edition	Detail
1	August 2026	Remedy NOT available for RU Chrysler Pacifica / Voyager vehicles

SYMPTOM DESCRIPTION

The radio software about 844,027 of the above vehicles were built with may prevent the rearview camera image from 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 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.

SCOPE

This recall applies only to the above vehicles equipped with a Uconnect5 - R1High Radio.

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

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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

The radio software will need to be inspected and if necessary, update the radio software version.

NOTE: Select vehicles may already be at the latest software level because they were reprogrammed remotely using firmware Over The Air (OTA) technology. For radios already at the required software level with an open recall please claim the Inspection LOP.

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:

Software Check / Update

Labor Description	Number	Hrs
Radio, Check Software at Most Current level	18-78-D1-81	0.2
Radio, Check Software Level and Perform U42.16 Software Update (Applicable to DT, DJ, JL, JT, KM, MP, WL, WS)	18-78-D1-82	0.6
Radio, Check Software Level and Perform U43.12 Software Update (Applicable to VF, LB)	18-78-D1-83	0.6

Create Flash Drive

Related Operation	Number	Hrs.
Create USB Flash Drive from Uconnect Website for U42.16 Software (One Time Only) (Applicable to DT, DJ, JL, JT, KM, MP, WL, WS)	18-78-D1-50	0.2
Create USB Flash Drive from Uconnect Website for U43.12 Software (One Time Only) (Applicable to VF, LB)	18-78-D1-51	0.2

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

No parts are required to perform this service procedure.

PARTS RETURN

No parts return required for this campaign.

SPECIAL TOOLS

Number	Description
NPN	USB Flash Drive (4 GB or larger)
NPN	wiTECH MicroPod II / MDP
NPN	Laptop Computer
NPN	wiTECH Software

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. Verify the Radio Software Version

1. On the radio display screen Home Page.
2. Select "**Home**".
3. Select "**Vehicle**".
4. Select "**Settings**" from available options.
5. Scroll down on left radio menu and select "**System Information**".
6. Select "**Version Information**" from available options.
7. Under the "**Build Number**", radio software version is listed.
8. Verify software version:
 - **Correct:** Most current software version.
 - **Wrong:** Any earlier software versions.
9. Is the radio currently at the most recent software version?
 - **Yes** – This recall is complete. Claim the inspection LOP.
 - **No** – Update the radio software. Proceed to **Section B. Download Software**

B. Software Download

1. Download each required Software Update to a computer downloads folder then copy each downloaded Software Update file to an individual USB Flash Drive.

➤ USB Flash Drive must be at least 4GB or higher.

NOTE: Ensure the USB Flash Drive is compatible with the vehicle USB ports (USB-A / USB-C).

- The USB flash drive **must not** contain any files (including documents, music, or pictures).
2. 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.
 3. Format the USB flash drive (NTFS).
 4. 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.
 5. Leave the USB Flash drive in the computer and proceed to the next step.
 6. Go to Dealer CONNECT.
 7. Select the “**Service**” tab.
 8. Select “**Uconnect**” from the Uconnect Command Center.
 9. Select “**Uconnect Dealer Software Downloads**”.
 10. Enter the vehicle VIN. And select “**GO**”.
 11. Select Software Release ID.
 12. Select the “**MAC**” operating system (OS) only.
 13. Download the software zip file to a computer downloads folder.
 14. Copy the software zip file to the blank USB flash drive.

NOTE: DO NOT UNZIP FILE CONTENTS TO USB.

15. Safely remove the USB flash drive from your computer and proceed to **Section C. Update Radio Software Version**.

C. Update Radio Software Version

1. Proceed to update the radio software version on the vehicle.
2. Open the hood. 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.

3. Vehicle must be out of "**Ship Mode**". Starting at the radio "**Home**" screen.
4. Remove all devices (SD, USB, AUX) from the media hub.
5. Insert the USB flash drive containing the downloaded software into the vehicle USB port.
6. The radio screen will display a Software Update message.
7. Follow the radio screen prompts.
8. The progress bar will display status of the update.
9. Wait for software update screen to be displayed.
10. Click the "**What's New**" button.
11. Verify the software is at the correct version.
12. Remove the USB flash drive from the vehicle USB port.
13. Perform a Factory Reset. This can be found on the radio "**Home Page**". Select "**Vehicle**" select "**Settings**" from available options, select "**Reset**" then Select "**Factory Reset**" and follow any screen prompts.
14. Place ignition in the "**OFF**" position and allow the bus to go to sleep (wait for cluster to turn off).
15. Connect the wiTECH micro pod II or MDP device to the vehicle data link connector.
16. Place the ignition in the "**RUN**" position.
17. Open the wiTECH 2.0 website.
18. Enter your "**User id**" and "**Password**" and your "**Dealer Code**", then select "**Sign In**" at the bottom of the screen. Click "Accept".
19. From the "**Vehicle Selection**" screen, select the vehicle to be updated.
20. From the "**Action Items**" screen, select the "**Topology**" tab.
21. From the "**Activities**" menu on the left side of the wiTECH 2.0 session, select "**Guided Diagnostics**".

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22. Within Guided Diagnostics, select "**Reset ECU**" then select "**Radio or Entertainment Telematic Module ECU**" and follow the screen prompts.

NOTE: Once hard reset is complete all apps and vehicle specific features should be restored.

23. Cycle the ignition to the "**OFF**" position then back to the "**RUN**" position before clearing any DTCs that may have been set in any ECU reset process.
24. Click "**View DTCs**", select "**Clear All DTCs**", click "**Continue**" and then click "**Close**".
25. Place the ignition in the "**OFF**" position and then remove the wiTECH micro pod II or MDP device from the vehicle.
26. Remove the battery charger from the vehicle.
27. Close the vehicle hood.
28. Return the vehicle to the customer.