OMB Control No.: 2127-0004

Part 573 Safety Recall Report

24V-436

Manufacturer Name: Chrysler (FCA US, LLC)

Submission Date: JUN 13, 2024 **NHTSA Recall No.:** 24V-436 **Manufacturer Recall No.:** 66B



Manufacturer Information:

Manufacturer Name: Chrysler (FCA US, LLC)

Address: 800 Chrysler Drive

CIMS 482-00-91 Auburn Hills MI

48326-2757

Company phone: 1-800-853-1403

Population:

Number of potentially involved : 1,033,433 Estimated percentage with defect : 100%

Vehicle Information:

Vehicle 1: 2022-2022 Ram 1500 Pickup

Vehicle Type:

Body Style: PICKUP TRUCK

Power Train: NR

Descriptive Information: Some 2022 MY Ram 1500 vehicles may have been built with radio software that may

prevent the rearview camera signal from passing through to the media screen.

The suspect population began on April 13, 2021, when the first suspect 2022 MY vehicle was produced, and ended on November 26, 2022, when the last suspect vehicle was produced. The suspect population was determined using vehicle

manufacturing records.

Similar vehicles not included in this recall were built with radios that do not contain

suspect software.

The total affected vehicles for this model is 157,714

Production Dates: APR 13, 2021 - NOV 26, 2022

| Vehicle 2: | 2022-2022 Ram | n 2500 Pickup | | |
|---------------------------|----------------------------------|--------------------------------|---------------------------------------|---|
| Vehicle Type : | | • | | |
| V 2 | PICKUP TRUCK | | | |
| Power Train : | | | | |
| Descriptive Information : | | | ŭ | uilt with radio software that may rough to the media screen. |
| | vehicle was pro | duced, and en | ded on December 7, 20 | en the first suspect 2022 MY 022, when the last suspect vehicle ned using vehicle manufacturing |
| | Similar vehicles suspect softwar | | in this recall were built | t with radios that do not contain |
| | The total affecte | ed vehicles for | this model is 65,901. | |
| Production Dates: | APR 14, 2021 - I | DEC 07, 2022 | | |
| VIN Range 1: | Begin: | NR | End: NR | ☐ Not sequential |
| Vehicle 3: | 2022-2022 Ram | n 3500 <10k L | b. Cab Chassis | |
| Vehicle Type : | | | | |
| J J | PICKUP TRUCK | | | |
| Power Train : | NR | | | |
| Descriptive Information : | | | · · | uilt with radio software that may rough to the media screen. |
| | vehicle was pro | duced, and en duced. The su | ded on November 25, 2 | en the first suspect 2022 MY 2022, when the last suspect letermined using vehicle |
| | Similar vehicles suspect softwar | | in this recall were built | t with radios that do not contain |
| | The total affecte | ed vehicles for | this model is 29. | |
| Production Dates : | | | , , , , , , , , , , , , , , , , , , , | |
| VIN Range 1: | · | NR | End: NR | ☐ Not sequential |
| 7 | 6 | | | |
| | | | | |

| Vehicle 4: | 2022-2023 Jeep (| Compass | | | |
|---------------------------|--|------------------|------------|--------------------|---|
| Vehicle Type : | | , | | | |
| Body Style : | SUV | | | | |
| Power Train : | | | | | |
| | Some 2022-2023 | - | - | • | een built with radio software ng through to the media |
| | vehicle was prod | uced, and end | led on Au | igust 31, 2023, w | en the first suspect 2022 MY hen the last suspect vehicle using vehicle manufacturing |
| | Similar vehicles r suspect software | | n this rec | all were built wit | h radios that do not contain |
| | The total affected | vehicles for t | this mod | el is 32,110. | |
| Production Dates : | FEB 18, 2021 - AU | JG 31, 2023 | | | |
| VIN Range 1: | | NR | End: | NR | ☐ Not sequential |
| | | | | | |
| | 2022-2023 Jeep (| Grand Cherok | ee | | |
| Vehicle Type : | CI II | | | | |
| Body Style : | | | | | |
| Power Train : | | | | | |
| Descriptive Information : | | - | | • | have been built with radio rom passing through to the |
| | vehicle was prod | uced, and end | led on Oc | tober 23, 2023, v | e first suspect 2022 MY when the last suspect vehicle using vehicle manufacturing |
| | Similar vehicles r suspect software | | n this rec | all were built wit | h radios that do not contain |
| | The total affected | l vehicles for t | this mod | el is 148,587. | |
| Production Dates : | | | | | |
| VIN Range 1: | | NR | End: | NR | ☐ Not sequential |
| | | | | | |

| Vehicle 6: | 2022-2023 Jeep | Wagoneer | /Grand Wag | goneer | | |
|---------------------------|--|-----------------------|---------------|----------------|----------------|--|
| Vehicle Type : | • | Ü | | | | |
| Body Style : | SUV | | | | | |
| Power Train : | NR | | | | | |
| Descriptive Information : | Some 2022-202 with radio softw through to the n | are that ma | ay prevent t | _ | | ŭ |
| | The suspect pop vehicle was prod vehicle was prod manufacturing r | duced, and duced. The | ended on Se | eptember 11, | 2023, when t | - |
| | Similar vehicles suspect software | | ed in this re | call were bui | lt with radios | that do not contain |
| | The total affecte | d vehicles f | or this mod | lel is 96,965. | | |
| Production Dates : | | | | | | |
| VIN Range 1: | | NR | End: | NR | | ☐ Not sequential |
| Vehicle 7: | 2021-2023 Chry | sler Pacific | a | | | |
| Vehicle Type : | J | | | | | |
| Body Style : | VAN | | | | | |
| Power Train : | NR | | | | | |
| Descriptive Information : | | - | | - | | nilt with radio ing through to the |
| | The suspect pop vehicle was prod vehicle was prod manufacturing r | duced, and duced. The | ended on Se | eptember 14, | 2023, when t | he last suspect |
| | Similar vehicles suspect software | | ed in this re | call were bui | It with radios | that do not contain |
| | The total affecte | d vehicles f | or this mod | lel is 235,423 | s. | |
| Production Dates : | JUN 10, 2020 - S | EP 14, 2023 | 3 | | | |
| VIN Range 1: | Begin : | NR | End: | NR | | $\ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ $ |
| | | | | | | |

| Vehicle 8: | 2021-2022 Dod | ge Durango | | |
|---------------------------|----------------------------------|----------------------------------|----------------------------|---|
| Vehicle Type : | | 8 8- | | |
| Body Style : | SUV | | | |
| Power Train: | | | | |
| Descriptive Information : | | | Ü | ve been built with radio l from passing through to the |
| | vehicle was pro | duced, and end | led on December 9, 202 | the first suspect 2021 MY 2, when the last suspect vehicle ed using vehicle manufacturing |
| | Similar vehicles suspect softwar | | n this recall were built v | with radios that do not contain |
| | The total affecte | ed vehicles for | this model is 75,578. | |
| Production Dates : | JUL 13, 2020 - D | EC 09, 2022 | | |
| VIN Range 1: | | NR | End: NR | ☐ Not sequential |
| | 0000 0000 7 | . | | |
| | 2022-2023 Ram | n Promaster | | |
| Vehicle Type : | T/A NI | | | |
| Body Style : | | | | |
| Power Train: | | | | |
| Descriptive Information : | | | ŭ | ve been built with radio l from passing through to the |
| | vehicle was pro | duced, and end duced. The sus | <u> </u> | nen the first suspect 2022 MY 023, when the last suspect termined using vehicle |
| | Similar vehicles suspect softwar | | n this recall were built v | with radios that do not contain |
| | The total affecte | ed vehicles for | this model is 18,340. | |
| Production Dates : | | | , | |
| VIN Range 1: | | NR | End: NR | ☐ Not sequential |
| | | | | - |

Not sequential

Vehicle 10: 2021-2023 Jeep Grand Cherokee L

Vehicle Type:

Body Style : SUV Power Train : NR

Descriptive Information: Some 2021-2023 MY Jeep Grand Cherokee L vehicles may have been built with radio

software that may prevent the rearview camera signal from passing through to the

media screen.

The suspect population began on December 3, 2020, when the first suspect 2021 MY vehicle was produced, and ended on October 17, 2023, when the last suspect vehicle was produced. The suspect population was determined using vehicle manufacturing

records.

Similar vehicles not included in this recall were built with radios that do not contain

suspect software.

The total affected vehicles for this model is 202,786.

Production Dates: DEC 03, 2020 - OCT 17, 2023

VIN Range 1 : Begin : NR End : NR

Description of Noncompliance:

Description of the Federal Motor Vehicle Safety Standard ("FMVSS") No. 571.111 S6.2.6 requires Noncompliance: 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. Vehicles with suspect radio software may not display the

rearview image during a backing event under certain conditions.

FMVSS 1: 111 - Rear visibility

FMVSS 2: NR

Description of the Safety Risk: The vehicle operator will notice that the rearview image is not displayed if

attempting to reference the image while backing. If this warning is not

heeded, backing without verifying it is safe to do so could lead to an increased

risk of injury to people outside the vehicle.

Description of the Cause: NR

P

Identification of Any Warning None prior to failure. However, the driver will notice that the rearview image is

that can Occur: not displayed when the vehicle is placed into reverse.

Involved Components:

Component Name 1: Software

Component Description: Radio Software

Component Part Number: See "FCA US LLC Recall Part Numbers-66B-Multiple Programs Rear Camera

Visibility 061324.pdf"

Supplier Identification:

Component Manufacturer

Name: Component manufactured by FCA

Address: NR

NR

Country: NR

Chronology:

- On October 23, 2023, the FCA US LLC ("FCA US") Technical Safety and Regulatory Compliance ("TSRC") organization was notified of a potential issue related to rearview cameras not displaying in some 2022 MY Ram 1500, 2022 MY Ram 2500, 2022 MY Ram 3500, 2022-2023 MY Ram ProMaster, 2021-2022 MY Dodge Durango, 2022-2023 MY Jeep Compass, 2022-2023 MY Jeep Grand Cherokee, 2021-2023 MY Jeep Grand Cherokee L, 2022-2023 MY Jeep Wagoneer/Grand Wagoneer and 2021-2023 MY Chrysler Pacifica vehicles.
- From October 2023, through February 2024, FCA US TSRC reviewed warranty data, field records, and customer assistance records to understand potential customer consequence.
- From March 2024, through May 2024, FCA US TSRC held regular meetings with FCA US Engineering to understand all potential failure modes of the issue and whether the behavior is regulated by FMVSS No.111.
- On May 8, 2024, the FCA US TSRC organization recognized a radio software issue existed on certain vehicles related to the rearview back up camera not displaying the rearview image, potentially causing a noncompliance with FMVSS No.111.
- On June 06, 2024, FCA US determined, through the Vehicle Regulations Committee, to conduct a voluntary safety recall of the affected vehicles.

Description of Remedy:

Description of Remedy Program: FCA US will conduct a voluntary safety recall on all affected vehicles to

update the radio software.

FCA US has a longstanding policy and practice of reimbursing owners who have incurred the cost of repairing a problem that subsequently becomes the subject of a field action. To ensure consistency, FCA US, as part of the owner letter, will request that customers send the original receipt and/or other adequate proof of payment to the company for confirmation of the

expense.

How Remedy Component Differs The remedy component is updated radio software that meets FMVSS 111

from Recalled Component: Rear Visibility requirements.

Identify How/When Recall Condition NR was Corrected in Production:

Recall Schedule:

Description of Recall Schedule: **06/13/2024: FCA US will notify dealers and begin notifying owners on

or about 08/02/2024.

Planned Dealer Notification Date: AUG 02, 2024 - AUG 02, 2024 Planned Owner Notification Date: AUG 02, 2024 - AUG 02, 2024

^{*} NR - Not Reported

FCA US LLC Recall Part Numbers

66B Ram 1500, Ram 2500, Ram 3500, Jeep Compass, Jeep Wagoneer, Jeep Grand Cherokee, Chrysler Pacifica, Dodge Durango, Ram Promaster

Submitted on June 13, 2024

Radio Software Part Numbers by Model and Model Year

| Radio Software | Description | Ram | 1500 | Ram 2500 | Ram 3500 | Je Com | ep pass | Je Wago | ep oneer | | eep Grar Cheroke | | Chry | /sler Pac | ifica | Do Dura | dge ango | | ım ıaster |
|--------------------------|------------------|----------|------|-------------|-------------|-----------|------------|------------|-------------|------|---------------------|------|------|-----------|-------|------------|-------------|------|--------------|
| Part Number | Description | 2022 | 2023 | 2022 | 2022 | 2022 | 2023 | 2022 | 2023 | 2021 | 2022 | 2023 | 2021 | 2022 | 2023 | 2021 | 2022 | 2022 | 2023 |
| 68504644AB | S21B.5 | Х | | | | | | | | | | | | | | | | | |
| 68504644AC | S21B.5 | Х | | | | | | | | | | | | | | | | | |
| 68504644AD | S21B.5 | Х | | | | | | | | | | | | | | | | | |
| 68504644AE | S21C.6 | Х | | | | | | | | | | | | | | | | | |
| 68504644AF | S23.13 | Х | | | | | | | | | | | | | | | | | |
| 68504644AG | S26.17 | Х | | | | | | | | | | | | | | | | | |
| 68583503AB | T25.48 | | | | | | | | | | | | | | | | | | |
| 68507350AB | S21B.5 | | | Х | Х | | | | , | | | | | | | | | | |
| 68507350AC | S21B.5 | | | Х | Х | | | | | | | | | | | | | | |
| 68507350AD | S21B.5 | | | Х | Х | | | | | | | | | | | | | | |
| 68507350AE | S21C.6 | | | Х | Х | | | | | | | | | | | | | | |
| 68507350AF | S23.13 | | | Х | Х | | | | | | | | | | | | | | |
| 68507350AG | S26.17 | | | | | | | | | | | | | | | | | | |
| 68455378AE | R17.27 | | | | | Х | | | | | | | | | | | | | |
| 68455378AF | R17.73 | | | | | Х | | | | | | | | | | | | | |
| 68455378AG | R17.98 | | | | | Х | | | | | | | | | | | | | |
| 68455378AH | R17.99 | | | | | Х | Х | | | | | | | | | | | | |
| 68455378AI | S26.17 | | | | | Х | Х | | | | | | | | | | | | |
| 68527730AE | S23.13 | | | | | | | Х | | | | | | | | | | | |
| 68527730AF | S24.18 | | | | | | | Х | | | | | | | | | | | |
| 68527730AG | S26.15 | | | | | | | Х | | | | | | | | | | | |
| 68527730AH | S26.18 | | | | | | | Х | Х | | | | | | | | | | |
| | R17.16, | | | | | | | | | Х | | | | | | | | | |
| 68426026AD | R17.83 | | | | | | | | | | | | | | | | | | |
| 6942602745 | R17.16, | | | | | | | | | Х | | | | | | | | | |
| 68426027AD 68426026AE | R17.83 R17.98 | | | | | | | | | Х | | | | | | | | | |
| 00420U20AE | K17.98 | <u> </u> | | | | | | | | ^ | | | | | | | | | |

| 68426027AE R17.98 X X 68527733AD S21.8 X X 68527730AD S21.8 X X 68527733AE S21D.5 X X 68527730AE S21D.5 X X S24.18, X X X 68527730AF S26.15 X X 68527730AF S26.15 X X 68527733AG S26.18 X X 68527735AG S26.18 X X 68527735AH S26.18 X X 68465290AC R14B.61 X X | |
|--|--|
| 68527730AD \$21.8 X X \$210.5 \$210.5 X \$210.5 \$210.5 \$210.5 \$210.5 \$2210.5 | |
| 68527733AE S21D.5 X | |
| 68527730AE S21D.5 X | |
| S24.18, S26.15 S24.18, X S24.18, X 68527730AF S26.15 68527733AG S26.18 K X 68527730AG S26.18 K X C8527735AG S26.18 K X C8527735AH S26.18 K X C8527735AH S26.18 | |
| 68527733AF S26.15 X X S24.18, X X S24.18, X X S26.15 X X S26.15 X X S26.18 S26.18 X | |
| 68527730AF S26.15 X S26.18 S26.18 X | |
| 6852/730AF \$26.15 68527733AG \$26.18 68527730AG \$26.18 68527735AG \$26.18 68527735AH \$26.18 | |
| 68527730AG \$26.18 68527735AG \$26.18 68527735AH \$26.18 | |
| 68527735AG \$26.18 X 68527735AH \$26.18 X | |
| 68527735AH S26.18 X | |
| | |
| 68465290AC R14B.61 X | |
| | |
| 68465292AC R14B.61 X | |
| 68465290AD R15.25 X | |
| 68465292AD R15.25 X | |
| 68465290AE R16.27 X | |
| 68465292AE R16.27 X | |
| R17.89, | |
| 68465290AF R17.99 | |
| R17.89, | |
| 68465292AF R17.99 ^ | |
| 68526170AD S21B.5 X | |
| 68526172AD S21B.5 X | |
| 68526170AE S21D.5 X | |
| 68526172AE S21D.5 X | |
| 68526170AF \$23.13 X | |
| 68526172AF \$23.13 X | |
| 68526170AG | |
| 68526172AG | |
| S26.17, 68526170AH S26.18 | |
| \$26.17 | |
| 68526172AH S26.18 X | |
| 68581658AC T25.48 X | |
| 68581660AC T25.48 X | |
| 68581663AC T25.48 X | |

| 68581664AC | T25.48 | | | | | | | | Χ | | | | |
|------------|---------|--|--|--|--|--|--|---|---|---|---|---|---|
| 68581658AD | T25.50 | | | | | | | | Х | | | | |
| 68581660AD | T25.50 | | | | | | | | Χ | | | | |
| 68581663AD | T25.50 | | | | | | | | Х | | | | |
| 68581664AD | T25.50 | | | | | | | | Х | | | | |
| 68465284AB | R14B.61 | | | | | | | | | Χ | | | |
| 68465284AC | R14B.61 | | | | | | | | | Χ | | | |
| 68465284AD | R17.73 | | | | | | | | | Х | | | |
| 68594849AA | R17.89 | | | | | | | | | Χ | | | |
| 68594849AB | R17.98 | | | | | | | | | Х | Х | | |
| 68508691AB | S21B.5 | | | | | | | | | | | Х | |
| 68508691AC | S21D.5 | | | | | | | | | | | Х | |
| | S23.13, | | | | | | | · | | | | Y | |
| 68508691AD | S24.13 | | | | | | | | | | | ^ | |
| 68508691AE | S26.17 | | | | | | | | | | | Χ | Χ |