SAFETY RECALL
INTERNATIONAL

Rearview Camera Visibility

Reference: 97A

FCA US LLC

RAM

Remedy available for

2022 - 2023 (DT) Ram 1500 Pickup
2022 - 2024 (DJ) Ram 2500 Pickup
2022 - 2023 (DF) Ram 3500 Cab Chassis with GVWR <10,000 lbs.

Template Version 1.0

Revision	Edition	Detail
2	October 2023	Revised instructions and LOP, radio reset procedure added.

SYMPTOM DESCRIPTION

About 3,650 of the above vehicles may have been built with an incompatible rearview camera system and radio combination that may prevent the rearview image from displaying during a backing event under certain conditions. 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.

The condition described above does not comply with Federal Motor Vehicle Safety Standard (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 571.111 S6.2.6 requires that "The rear visibility system default to the rearview image being visible and meet the requirements of FMVSS 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 equipped with a R1 High Radio and Standard Rearview 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. Dealers should also consider this requirement to apply to used vehicle inventory and should 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 required updated to the latest software level.

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

COMPLETION REPORTING / REIMBURSEMENT

Claims paid will be used by FCA US LLC to record recall service completions and provide dealer payments.

Use the following labor operation numbers and time allowances:

Labor Description	Number	Hrs
Inspect Radio at latest software level	18-97-A1-81	0.1
Inspect/Reprogram Radio with latest software level	18-97-A1-82	0.5

Related Operation	Number	Hrs
Create USB Flash Drive from Uconnect Website **(One Time Only)**	18-97-A1-50	0.2

NOTE: See the FCA International Warranty Policy and Procedure Manual, Claim Entry Section – Recall Claims for claim processing instructions.

PARTS INFORMATION

No parts are required to perform this service procedure.

PARTS RETURN

No parts return required for this campaign.

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SPECIAL TOOLS

Number	Description
NPN	USB Flash Drive (4 GB or larger)

OWNER NOTIFICATION / SERVICE SCHEDULING

All involved vehicle owners should be notified of the service requirement by their Dealer. Owners are requested to schedule appointments for this service. A sample copy of the owner notification letter is attached.

VEHICLE LISTS, GLOBAL RECALL SYSTEM, VIP AND DEALER FOLLOW UP

All involved vehicles have been entered into the 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. Completed vehicles are removed from GRS within several days of repair claim submission.

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

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SERVICE PROCEDURE

A. Verify the Radio Software Version

1. On the radio display screen Home Page.
2. Select "**Apps**".
3. Select "**Vehicle**".
4. Select "**Settings**" from available options.
5. 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** SW version **T27.46**
   - **Wrong** SW version: **Any earlier versions.**
9. Is the radio currently at the correct software version?
   - **Yes** – This recall is complete. Claim the inspection LOP.
   - **No** – Update the radio software. Proceed to **Section B. Download Software**

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B. Software Download

1. Download the Software Update to a computer downloads folder then copy the downloaded Software Update file to a USB Flash Drive.
   - A USB Flash Drive must be at lease 4GB or higher.
   - The 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 zip file to the blank USB flash drive.

    NOTE: DO NOT UNZIP FILE CONTENTS TO USB.
14. Safely remove the USB flash drive from your computer and proceed to **Section C. Update Radio Software Version**.

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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. Verify the software is at the correct version.
11. Remove the USB flash drive from the vehicle USB port.
12. Perform a Factory Reset. This can be found on the radio "**Home Page**" then select > Apps > Vehicle > Select "**Settings**" from available options > Reset > Select "**Factory Reset**" from available options.
13. Once the reset is completed, turn the ignition in the "**OFF**" position, disconnect the battery charger, open and close the driver door, and let all modules go to sleep. Make sure the scan tool is not connected at this point.
14. After all the modules have been in sleep mode for at least five minutes, turn the ignition to the "**RUN**" position.
15. Before clearing all DTCs, cycle the ignition "**OFF**" and back to "**RUN**" quickly (within two seconds).
16. Using wiTECH, clear all DTCs that may have been set in any module due to radio reprogramming.
17. Return the vehicle to the customer.

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IMPORTANT SAFETY RECALL

97A

This notice applies to your vehicle (VIN: xxxxxxxxxxxxxxxxx).

Dear RAM Owner:

FCA US LLC has decided that a defect, which relates to motor vehicle safety, exists in certain **2022 - 2023 model year (DT) Ram 1500 Pickup, 2022 - 2024 model year (DJ) Ram 2500 Pickup, and 2022 - 2023 model year (DF) Ram 3500 Cab Chassis with GVWR <10,000 lbs. vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 111 - Rear visibility.**

The problem is...

Your vehicle may have been built with an incompatible rearview camera system and radio combination that may prevent the rearview image from displaying during a backing event under certain conditions. 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.

The condition described above does not comply with Federal Motor Vehicle Safety Standard (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 571.111 S6.2.6 requires that "The rear visibility system default to the rearview image being visible and meet the requirements of FMVSS 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.

What your dealer will do...

FCA will repair your vehicle free of charge (parts and labor). To do this you have two options. First, you can take your vehicle to your dealer and your dealer will inspect and if necessary, update the radio software version. Second, your vehicle's radio software can be reprogramed remotely using firmware Over The Air (OTA) technology in the near future.

What you must do to ensure your safety...

Simply **contact your Chrysler, Jeep®, Dodge, or RAM dealer** to schedule a service appointment. **Please bring this letter with you to your dealer.**

If you need help...

If you have trouble getting your vehicle serviced, please contact the dealer nearest your location. A representative will assist you in getting your vehicle serviced. This information can be found in the Customer Assistance section of your Owner's Manual.

We're sorry for any inconvenience, but we are sincerely concerned about your safety. Thank you for your attention to this important matter.

Global Service & Parts - International
FCA US LLC
Notification Code 97A

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What your dealer will do...

FCA will repair your vehicle free of charge (parts and labor). To do this, your dealer will update the radio software. The estimated repair time is 30 minutes to complete. However, additional time may be necessary depending on service schedules.

What you must do to ensure your safety...

Simply **contact your Chrysler, Jeep®, Dodge, or RAM dealer** to schedule a service appointment. **Please bring this letter with you to your dealer.**

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