March 2023
Dealer Service Instructions for:

Equipment Campaign 17A
Rearview Camera

Remedy Available

FCA Canada Inc., (FCA) has announced an equipment campaign on certain:

MOPAR TRAILER REVERSE STEERING CONTROL MODULE 68423566AE
MOPAR TRAILER REVERSE STEERING CONTROL MODULE 68423566AF
MOPAR TRAILER REVERSE STEERING CONTROL MODULE 68423566AG
MOPAR TRAILER REVERSE STEERING CONTROL MODULE 04672915AD
MOPAR TRAILER REVERSE STEERING CONTROL MODULE 04672915AE

Subject

The Trailer Reverse Steering Control Modules (TRSCMs) listed above may prevent the rearview image from displaying under certain conditions. An Electronic Throttle Control warning indicator may also be illuminated in the instrument panel cluster. 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.

Repair

FCA will repurchase all suspect trailer reverse steering control modules.

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Parts Return

No parts return required for this campaign.

Completion Reporting and Reimbursement

Claims for vehicles that have been serviced must be submitted on the DealerCONNECT Claim Entry Screen located on the Service tab. Claims submitted will be used by FCA Canada to record campaign service completions and provide dealer payments.

Parts listed on any campaign are required for the repair but may not always be eligible for reimbursement. As stated in the Service Administration Manual; Normal shop supplies, such as general-purpose cleaners, solvents, lubricants, etc. submitted on claims are subject to non-payment or chargeback.

Use the following labour operation numbers and time allowances:

	Labour Operation Number	**Time Allowance**
Exchange MOPAR Trailer Reverse Steering Control Module (TRSCM) Part	08-17-A1-82	0.0 hours
$5.00 Handling Fee for Part Exchange	95-08-19-50	$5.00

Owner Notification and Service Scheduling

All involved equipment purchasers 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.

Additional Information

If you have any questions or need assistance in completing this action, please contact your Service and Parts District Manager.

FCA Canada Inc.



J.D. Kiritsis
National Service and Parts Manager

CAMPAIGN NOTIFICATION
An important improvement for your vehicle is available.
NOTIFICATION DE CAMPAGNE
Une amélioration importante pour.

SCAN TO VIEW RECALLS

FCA
FIAT CHRYSLER AUTOMOBILES

EQUIPMENT CAMPAIGN 17A
REARVIEW CAMERA

Dear Vehicle Owner:

FCA CANADA INC., (FCA) HAS ANNOUNCED AN EQUIPMENT CAMPAIGN ON CERTAIN TRAILER REVERSE STEERING CONTROL (TRSCM) FOR INTENDED ON SOME 2021-2023 MODEL YEAR RAM 1500 PICKUPS AND 2023 MODEL YEAR RAM 2500 PICKUP TRUCKS.

MOPAR TRAILER REVERSE STEERING CONTROL MODULE 68423566AE
MOPAR TRAILER REVERSE STEERING CONTROL MODULE 68423566AF
MOPAR TRAILER REVERSE STEERING CONTROL MODULE 68423566AG
MOPAR TRAILER REVERSE STEERING CONTROL MODULE 04672915AD
MOPAR TRAILER REVERSE STEERING CONTROL MODULE 04672915AE

Your vehicle must be repaired because:
FCA records indicate that you may have purchased a TRSCM for your vehicle. The TRSCM part numbers above may prevent the rearview image from displaying under certain conditions. An Electronic Throttle Control warning indicator may also be illuminated in the instrument panel cluster. 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.

We apologize for any inconvenience and thank you for your attention to this very important matter.

FCA Canada Inc.
National Service and Parts Manager

What You Must Do:

Contact an authorized FCA Canada dealer to schedule a service appointment.

What Your Dealer Will Do:

FCA will repurchase all suspect trailer reverse steering control modules free of charge (parts and labour). Be sure to take the TRSCM with this letter to your dealership.

FREQUENTLY ASKED QUESTIONS

WHERE CAN I FIND MORE INFORMATION ON THIS RECALL OR ANY OTHER RECALL AFFECTING MY VEHICLE?

By Web:	recalls.mopar.ca
By Phone:	(800) 465-2001
By Email:	www.fcacanada.ca/en/contact_us.php
By Mail:	FCA Canada Customer Care Centre P.O. Box 1621, Windsor, ON N9A 4H6

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 will still be required to have the campaign performed by an authorized FCA Canada dealer at no charge to you. Once completed, please send your original receipts and/or adequate proof of payment along with the campaign invoice to the following address for **further review of possible reimbursement**: FCA Canada Customer Care Centre, P.O. Box 1621, Windsor, ON N9A 4H6.

HOW DO I UPDATE MY NAME AND ADDRESS OR IF I NO LONGER OWN THIS VEHICLE?
Contact the Customer Name & Address Call Centre at 1-800-373-1474 to update your information.

FCA IS THE MANUFACTURER OF THE FOLLOWING

ALFA ROMEO · CHRYSLER · DODGE · FIAT · Jeep · RAM · MOPAR