SAFETY RECALL

INTERNATIONAL

Rearview Camera Visibility

Reference: 66B

FCA US LLC

Remedy available for

2021 - 2023 (RU) Chrysler Pacifica / Voyager

Remedy available for

2021 - 2022 (WD) Dodge Durango

Remedy available for

2022 - 2023 (MP) Jeep Compass
2021 - 2023 (WL) Jeep Grand Cherokee L
2022 - 2023 (WL) Jeep Grand Cherokee
2022 - 2023 (WS) Wagoneer/Grand Wagoneer

Remedy available for

2022 - 2022 (DT) Ram 1500 Pickup
2022 - 2022 (DJ) Ram 2500 Pickup
2022 - 2022 (DF) Ram 3500 10K lb. Cab Chassis
2022 - 2023 (VF) Ram ProMaster

Template Version 1.8

Revision	Edition	Detail
4	March 2025	2022 and 2023 model year (WL) applicability added to some LOPs.

NOTE: The radio software on some vehicles may have been reprogramed remotely using firmware Over The Air (OTA) technology.

SYMPTOM DESCRIPTION

The radio software on about 1,442 of the above vehicles may prevent the rearview camera signal from passing through to the media screen. The vehicle operator will notice that the rearview image is not displayed if attempting to reference the image while backing. A rearview camera image that does not display decreases the driver's visibility, increasing the risk of a crash.

The condition above fails to conform to 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. Vehicles with suspect radio software may not display the rearview image during a backing event under certain conditions.

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. Dealers should complete this recall 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.

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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 reprogramed 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.

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:

Software Check / Update 2022 DF/DJ/DT and 2022-2023 MP/VF/WS ONLY

Labor Description	Number	Hrs.
Radio, Check Software at Most Current level	18-66-B1-81	0.2
Radio, Check Software Level and Perform Software Update **2022 DF/DJ/DT & 2022-2023 MP/VF/WS**	18-66-B1-82	0.6

Create Flash Drive 2022 DF/DJ/DT and 2022-2023 MP/VF/WS ONLY

Related Operation	Number	Hrs.
Create USB Flash Drive from Uconnect Website for T27.46 Software **(One Time Only) 2022 DF/DJ/DT 2022-2023 MP/VF**	18-66-B1-50	0.3
Create USB Flash Drive from Uconnect Website for U29.42 Software **(One Time Only) 2022-2023 WS**	18-66-B1-51	0.3

Software Check / Update 2021-2022 WD ONLY

Labor Description	Number	Hrs.
Radio, Check Software at Most Current level	18-66-B1-81	0.2
Radio, Check Software Level and Perform Software Update **(One Step T27.39 Software) 2021-2022 WD**	18-66-B1-83	1.2
Radio, Check Software Level and Perform Software Update **(Two Step S26.15 and T27.39 Software) 2021-2022 WD**	18-66-B1-84	1.5

Create Flash Drive 2021-2022 WD ONLY

Related Operation	Number	Hrs.
Create USB Flash Drive from Uconnect Website for S26.15 Software **(One Time Only) 2021-2022 WD**	18-66-B1-53	0.3
Create USB Flash Drive from Uconnect Website for T27.39 Software **(One Time Only) 2021-2022 WD**	18-66-B1-54	1.2

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Software Check / Update 2021-2023 RU ONLY

Labor Description	Number	Hrs.
Radio, Check Software at Most Current level	18-66-B1-81	0.2
Radio, Check Software Level and Perform Software Update **2022-2023 RU**	18-66-B1-82	0.6
Radio, Check Software Level and Perform Software Update **(One Step U29.28 to U35.34 Software) 2021 RU**	18-66-B1-87	0.6
Radio, Check Software Level and Perform Software Update **(Two Step T25.50 to U35.34 Software) 2021 RU**	18-66-B1-88	0.9
Radio, Check Software Level and Perform Software Update **(Three Step S26.17 to U35.34 Software) 2021 RU**	18-66-B1-89	1.2
Radio, Check Software Level and Perform Software Update **(Four Step R-branch to U35.34) 2021 RU**	18-66-B1-8A	2.2

Create Flash Drive 2021-2023 RU ONLY

Related Operation	Number	Hrs.
Create USB Flash Drive from Uconnect Website for U29.28 Software **(One Time Only) 2021-2023 RU**	18-66-B1-52	0.3
Radio, Software - Create USB Jump Drive from Uconnect Website for U35.34 Software **(One Time Only) 2021 RU**	18-66-B1-57	0.3
Radio, Software - Create USB Jump Drive from Uconnect Website for T25.50 Software **(One Time Only) 2021 RU**	18-66-B1-58	0.3
Radio, Software - Create USB Jump Drive from Uconnect Website for S26.17 Software **(One Time Only) 2021 RU**	18-66-B1-59	1.7

Software Check / Update 2021-2023 WL ONLY

Labor Description	Number	Hrs.
Radio, Check Software at Most Current level **2021-2023 WL**	18-66-B1-81	0.2
Radio, Check Software Level and Perform Software Update **2022-2023 WL**	18-66-B1-82	0.6
Radio, Check Software Level and Perform Software Update (One Step T25.50 to U29.42 Software) **2021 WL**	18-66-B1-85	1.2
Radio, Check Software Level and Perform Software Update (Two Step S-branch to U29.42 Software) **2021-2023 WL**	18-66-B1-86	1.4
Radio, Check Software Level and Perform Software Update (Three Step R-branch to U29.42 Software) **2021 WL**	18-66-B1-8B	2.3

Create Flash Drive 2021-2023 WL ONLY

Related Operation	Number	Hrs.
Create USB Flash Drive from Uconnect Website for U29.42 Software **(One Time Only) 2022-2023 WL**	18-66-B1-51	0.3
Radio, Software - Create USB Jump Drive from Uconnect Website for U29.42 Software Full Update **(One Time Only) 2021 WL**	18-66-B1-56	1.0
Radio, Software - Create USB Jump Drive from Uconnect Website for T25.50 Software **(One Time Only) 2021-2023 WL**	18-66-B1-55	0.3
Radio, Software - Create USB Jump Drive from Uconnect Website for S26.17 Software **(One Time Only) 2021WL**	18-66-B1-5A	1.5

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

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PARTS INFORMATION

No parts return required for this campaign.

PARTS RETURN

No parts return required for this campaign.

SPECIAL TOOLS

Number	Description
NPN	USB Flash Drive (32 GB or larger)
NPN	wiTECH MicroPod II / MDP
NPN	Laptop Computer
NPN	wiTECH Software
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 "**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**

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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.
    - A USB Flash Drive must be at lease 32GB 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

NOTE: All described multi-step flashes MUST be performed in sequence, with a Factory Reset following each flash installed.

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.

   NOTE: Some WD vehicles will require a 2-step flash and ensure the proper order of software updates are performed. If radio software is not already at an S-branch level, update radio software to 22.S26.15, then to T27.39 for 2-step flash update.

   NOTE: Some 2021 model year RU vehicles will require a multi-step flash and ensure the proper order of software updates are performed to arrive at U35.34.

Four Step Flash	Three Step Flash	Two Step Flash	One Step Flash
R-branch to U35.34	S26.17 to U35.34	T25.50 to U35.34	U29.28 to U35.34

   NOTE: Some 2021-2023 model year WL vehicles will require a multi-step flash and ensure the proper order of software updates are performed to arrive at U29.42.

Three Step Flash	Two Step Flash	One Step Flash
R-branch to U29.42	S-branch to U29.42	T25.50 to U29.42

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**". Select "**Vehicle**" select "**Settings**" from available options, select "**Reset**" then Select "**Factory Reset**" and follow any screen prompts.

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NOTE: If this is a WD requiring a 2-step flash, repeat the previous flash steps now using USB containing the T27.39 software to complete the 2-step flash update.

NOTE: If this is a 2021 model year RU requiring a multi-step flash, repeat the previous flash steps now using USB containing the next software to complete the multi-step flash update concluding at U35.34.

NOTE: If this is a 2021-2023 model year WL requiring a multi-step flash, repeat the previous flash steps now using USB containing the next software to complete the multi-step flash update concluding at U29.42.

13. Place ignition in the "**OFF**" position and allow the bus to go to sleep (wait for cluster to turn off).
14. Connect the wiTECH micro pod II or MDP device to the vehicle data link connector.
15. Place the ignition in the "**RUN**" position.
16. Open the wiTECH 2.0 website.
17. Enter your "**User id**" and "**Password**" and your "**Dealer Code**", then select "**Sign In**" at the bottom of the screen. Click "Accept".
18. From the "**Vehicle Selection**" screen, select the vehicle to be updated.
19. From the "**Action Items**" screen, select the "**Topology**" tab.
20. From the "**Activities**" menu on the left side of the wiTECH 2.0 session, select "**Guided Diagnostics**".
21. Within Guided Diagnostics, select "**Reset ECU**" then select "**Radio ECU**" and follow the screen prompts.

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

22. 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.
23. Click "**View DTCs**", select "**Clear All DTCs**", click "**Continue**" and then click "**Close**".
24. Place the ignition in the "**OFF**" position and then remove the wiTECH micro pod II or MDP device from the vehicle.
25. Remove the battery charger from the vehicle.
26. Close the vehicle hood.
27. Return the vehicle to the customer.

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IMPORTANT SAFETY RECALL

66B

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

Dear Jeep®/Dodge/Chrysler/RAM Owner:

FCA US LLC has decided that a defect, which relates to motor vehicle safety, exists in certain 2021 - 2023 model year (RU) Chrysler Pacifica / Voyager, 2021 - 2022 model year (WD) Dodge Durango, 2022 - 2023 model year (MP) Jeep Compass, 2021 - 2023 model year (WL) Jeep Grand Cherokee L, 2022 - 2023 model year (WL) Jeep Grand Cherokee, 2022 - 2023 model year (WS) Wagoneer/Grand Wagoneer, 2022 model year (DT) Ram 1500 Pickup, 2022 model year (DJ) Ram 2500 Pickup, and 2022 model year (DF) Ram 3500 10K lb. Cab Chassis, and 2023 model year (VF) Ram ProMaster vehicles.

The problem is...

The radio software on your vehicle may prevent the rearview camera signal from passing through to the media screen. The vehicle operator will notice that the rearview image is not displayed if attempting to reference the image while backing. **A rearview camera image that does not display decreases the driver's visibility, increasing the risk of a crash.**

The condition above fails to conform to 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. Vehicles with suspect radio software may not display the rearview image during a backing event under certain conditions.

What must I do to resolve this important safety issue...

FCA US LLC will repair your vehicle free of charge (parts and labor). To do this you have two options. First, your vehicle's radio software can be reprogrammed remotely using firmware Over The Air (OTA) technology in the near future. By selecting the remote firmware OTA technology option to update your radio software, a visit to your dealership will not be necessary. When prompted, simply select "Update Now" on your radio display to update the software at your convenience.

For more information: Visit **https://www.youtube.com/watch?v=ZNad3kwXeBA** for details about the update process for your radio.

Second, you can take your vehicle to your dealer and your dealer will inspect and if necessary, update the radio software version. If you would like to have your dealer perform the repair, the estimated repair time is about 30 minutes. In addition, your dealer will require your vehicle for proper check-in, preparation, and check-out during your visit, which may require more time. Your time is important to us, so we recommend that you schedule a service appointment to minimize your inconvenience. Please bring this letter with you to your dealership.

If you need

If you have trouble getting your vehicle serviced, please contact the dealer nearest

help... 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 66B

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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 inspect and if necessary, update the radio software version. The work will take between 30 minutes and 2 1/2 hours depending on required software updates 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** right away 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