# SAFETY RECALL
NORTH AMERICA
## Rearview Camera Visibility

**Reference: 66B / Transport Canada 2024-338**

**FCA Canada Inc.**

Remedy available for

2021 - 2023 (RU) Chrysler Pacifica / Grand Caravan

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

*Template Version 1.0*

| Revision | Edition | Detail |
|---|---|---|
| 5 | March 2025 | Applicability added to some LOPs. |
| 4 | March 2025 | Software check/update table heading for RU corrected |
| 3 | February 2025 | Remedy now available for 2021 (WL) Jeep Grand Cherokee L |
| 2 | February 2025 | Remedy now available for 2021 (RU) Chrysler Pacifica / Grand Caravan |
| 1 | December 2024 | Remedy now available for 2021 - 2022 (WD) Dodge Durango |
| 0 | July 2024 | Initial Version. |

***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 64,043 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 Canada Motor Vehicle Safety Standard ("CMVSS") 111 – Mirrors and Rear Visibility.

### SCOPE

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

### 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.

### 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.

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## 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 labour operation numbers and time allowances:

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

| Labour 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**

| Labour 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**

| Labour 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 |

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**Software Check / Update 2021-2023 WL ONLY**

| Labour 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 |

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## 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 (32 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, postal 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. 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.

FCA Canada Inc.

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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 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 voltmeter 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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SAFETY SÉCURITÉ

**URGENT VEHICLE RECALL**
Your vehicle has a safety recall.
**RAPPEL URGENT DU VÉHICULE**
Votre véhicule a un rappel de sécurité.

SCAN TO VIEW RECALLS

FCA
FIAT CHRYSLER AUTOMOBILES

# SAFETY RECALL 66B (TRANSPORT CANADA 2024-338)
# REARVIEW CAMERA VISIBILITY

**Dear Vehicle Owner:**

This Notice is sent to you in accordance with the requirements of the ***Motor Vehicle Safety Act***.

This is to inform you that your vehicle may be non-compliant with the requirements of the ***Motor Vehicle Safety Regulations*** and that the non-compliance could affect the safety of a person.

**FCA CANADA INC., HAS DECIDED THAT CERTAIN 2021 - 2023 MODEL YEAR JEEP GRAND CHEROKEE L VEHICLES FAIL TO CONFORM TO CANADA MOTOR VEHICLE SAFETY STANDARD ("CMVSS") NO. 111 – MIRRORS AND REAR VISIBILITY.**

**Your vehicle must be repaired because:**
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 Canada Motor Vehicle Safety Standard ("CMVSS") No. 111 – Mirrors and Rear Visibility.

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

**FCA Canada Inc.**
National Service and Parts Manager

Note to lessors receiving this recall notice: Federal regulations requires that you forward this recall notice to the lessee within 10 days.

## What You Must Do To Ensure Your Safety:

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

## What Your Dealer Will Do:

**FCA will repair your vehicle free of charge.** To do this, your dealer will inspect and if necessary, update the radio software version. The estimated repair time is 30 minutes to 2.5 hours. However, additional time may be necessary depending on how dealer appointments are scheduled and processed.

## 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<br>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.

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**FCA CANADA INC., HAS DECIDED THAT CERTAIN 2021 - 2023 MODEL YEAR JEEP GRAND CHEROKEE L VEHICLES FAIL TO CONFORM TO CANADA MOTOR VEHICLE SAFETY STANDARD ("CMVSS") NO. 111 – MIRRORS AND REAR VISIBILITY.**

**Your vehicle must be repaired because:**
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The condition above fails to conform to the requirements of Canada Motor Vehicle Safety Standard ("CMVSS") No. 111 – Mirrors and Rear Visibility.

**What you must do to ensure your safety:**
FCA Canada will repair your vehicle free of charge (parts and labour). To do this you have two options.

**Option one**, your vehicle's radio software can be reprogrammed remotely using firmware Over The Air ("OTA") technology in the near future. When prompted, simply select "Update Now" on your radio display to update the software at your convenience. By selecting the remote firmware OTA technology option to update your radio software, a visit to your dealership will not be necessary.

**Option two**, you can take your vehicle to your dealer and your dealer will inspect and if necessary, update the radio software version. The estimated repair time is about 30 minutes. However, additional time may be necessary depending on how dealer appointments are scheduled and processed.

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

**FCA Canada Inc.**
National Service and Parts Manager

Note to lessors receiving this recall notice: Federal regulations requires that you forward this recall notice to the lessee within 10 days.

## 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<br>P.O. Box 1621, Windsor, ON N9A 4H6 |

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**FCA CANADA INC., HAS DECIDED THAT CERTAIN 2021 - 2023 MODEL YEAR CHRYSLER PACIFICA / GRAND CARAVAN VEHICLES FAIL TO CONFORM TO CANADA MOTOR VEHICLE SAFETY STANDARD ("CMVSS") NO. 111 – MIRRORS AND REAR VISIBILITY.**

**Your vehicle must be repaired because:**
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.

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## What You Must Do To Ensure Your Safety:

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## What Your Dealer Will Do:

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**FCA CANADA INC., HAS DECIDED THAT CERTAIN 2021 - 2022 MODEL YEAR DODGE DURANGO VEHICLES FAIL TO CONFORM TO CANADA MOTOR VEHICLE SAFETY STANDARD ("CMVSS") NO. 111 – MIRRORS AND REAR VISIBILITY.**

**Your vehicle must be repaired because:**
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 Canada Motor Vehicle Safety Standard ("CMVSS") No. 111 – Mirrors and Rear Visibility.

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

**FCA Canada Inc.**
National Service and Parts Manager

Note to lessors receiving this recall notice: Federal regulations requires that you forward this recall notice to the lessee within 10 days.

## What You Must Do To Ensure Your Safety:

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

## What Your Dealer Will Do:

**FCA will repair your vehicle free of charge.** To do this, your dealer will inspect and if necessary, update the radio software version. The estimated repair time is 30 minutes. However, additional time may be necessary depending on how dealer appointments are scheduled and processed.

## 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<br>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

SAFETY SÉCURITÉ

**URGENT VEHICLE RECALL**
Your vehicle has a safety recall.
**RAPPEL URGENT DU VÉHICULE**
Votre véhicule a un rappel de sécurité.

SCAN TO VIEW RECALLS

FCA
FIAT CHRYSLER AUTOMOBILES

# SAFETY RECALL 66B (TRANSPORT CANADA 2024-338)
# REARVIEW CAMERA VISIBILITY

**Dear Vehicle Owner:**

This Notice is sent to you in accordance with the requirements of the ***Motor Vehicle Safety Act***.

This is to inform you that your vehicle may be non-compliant with the requirements of the ***Motor Vehicle Safety Regulations*** and that the non-compliance could affect the safety of a person.

**FCA CANADA INC., HAS DECIDED THAT CERTAIN 2021 - 2023 MODEL YEAR ("MY") CHRYSLER PACIFICA / GRAND CARAVAN, 2021 - 2022 MY DODGE DURANGO, 2022 - 2023 MY JEEP COMPASS, 2021 - 2023 MY JEEP GRAND CHEROKEE L, 2022 - 2023 MY JEEP GRAND CHEROKEE, 2022 – 2023 MY WAGONEER/GRAND WAGONEER, 2022 MY RAM 1500 PICKUP, 2022 MY RAM 2500 PICKUP, 2022 MY RAM 3500 <10K LB. CAB CHASSIS AND 2022 - 2023 MY RAM PROMASTER VEHICLES FAIL TO CONFORM TO CANADA MOTOR VEHICLE SAFETY STANDARD ("CMVSS") NO. 111 – MIRRORS AND REAR VISIBILITY.**

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**FCA Canada Inc.**
National Service and Parts Manager

Note to lessors receiving this recall notice: Federal regulations requires that you forward this recall notice to the lessee within 10 days.

## What You Must Do To Ensure Your Safety:

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

## What Your Dealer Will Do:

**FCA will repair your vehicle free of charge.** To do this, your dealer will inspect and if necessary, update the radio software version. The estimated repair time is 30 minutes. However, additional time may be necessary depending on how dealer appointments are scheduled and processed.

## FREQUENTLY ASKED QUESTIONS

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**The condition above fails to conform to the requirements of Canada Motor Vehicle Safety Standard ("CMVSS") No. 111 – Mirrors and Rear Visibility.**

**What you must do to ensure your safety:**
FCA Canada will repair your vehicle free of charge (parts and labour). To do this you have two options.

Option one, your vehicle's radio software can be reprogrammed remotely using firmware Over The Air ("OTA") technology in the near future. When prompted, simply select "Update Now" on your radio display to update the software at your convenience. By selecting the remote firmware OTA technology option to update your radio software, a visit to your dealership will not be necessary.

Option two, you can take your vehicle to your dealer and your dealer will inspect and if necessary, update the radio software version. The estimated repair time is about 30 minutes.
We apologize for any inconvenience and thank you for your attention to this very important matter.

**FCA Canada Inc.**
National Service and Parts Manager

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