# SAFETY RECALL
NORTH AMERICA
## Rearview Camera Visibility

**Reference: 97A / NHTSA 23V-654**

**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 272,900 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 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 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 Warranty Administration Manual, Recall Claim Processing Section, for complete recall claim processing instructions.**

### PARTS INFORMATION

No parts are required to perform this service procedure.

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## PARTS RETURN

No parts return required for this campaign.

## SPECIAL TOOLS

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

## 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, zip 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 that was obtained from the Department of Motor Vehicles of various states. 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.

Customer Services / Field Operations
FCA US LLC.

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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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**This notice applies to your vehicle,**

[Model Year and Model]
VIN XXXXXXXXXXXXXXXXX

**97A/NHTSA 23V-654**

**LOGO**

**VEHICLE PICTURE**

**YOUR SCHEDULING OPTIONS**

1. **RECOMMENDED OPTION**
   **Call your authorized Chrysler / Dodge / Jeep® / RAM Dealership**

2. **Call the FCA Recall Assistance Center at 1-800-853-1403. An agent can confirm part availability and help schedule an appointment**

3. **Visit recalls.mopar.com, scan the QR code below, or download the Mopar Owner's Companion App.**

**QR Code**

Get access to recall notifications, locate your nearest dealer, and more through this website or Mopar Owner's Companion App. You will be asked to provide your Vehicle Identification Number (VIN) to protect and verify your identity. The last eight characters of your VIN are provided above.

**DEALERSHIP INSTRUCTIONS**
Please reference Safety Recall 97A.

# IMPORTANT SAFETY RECALL

## Rearview Camera Visibility

Dear [Name],

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

FCA US has decided that 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.

It is extremely important to take steps now to repair your vehicle to ensure the safety of you and your passengers.

### WHY DOES MY VEHICLE NEED REPAIRS?

Your vehicle [1] 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.

### HOW DO I RESOLVE THIS IMPORTANT SAFETY ISSUE?

FCA US will repair your vehicle [2] 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.

**For more information:** Visit **https://www.youtube.com/watch?v=ZNad3kwXeBA** for details on how to update your radio. 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.

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.

### TO SCHEDULE YOUR FREE REPAIR, CALL YOUR CHRYSLER, DODGE, JEEP OR RAM DEALER TODAY

### 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 may visit **www.fcarecallreimbursement.com** to submit your reimbursement request online. [3] Once we receive and verify the required documents, reimbursement will be sent to you within 60 days. If you have had previous repairs performed and/or already received reimbursement, you may still need to have the recall repair performed.

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

Customer Assistance/Field Operations
FCA US LLC

FIAT CHRYSLER AUTOMOBILES

**Mr. Mrs. Customer**
**1234 Main Street**
**Hometown, MI 48371**

[1] If you no longer own this vehicle, please help us update our records. Call the FCA Recall Assistance Center at 1-800-853-1403 to update your information.

[2] If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, DC 20590, or you can call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to safercar.gov.

[3] You can also mail in your original receipts and proof of payment to the following address for reimbursement consideration: FCA Customer Assistance, P.O. Box 21-8004, Auburn Hills, MI 48321-8007, Attention: Recall Reimbursement.

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

**This notice applies to your vehicle,**

[Model Year and Model]
VIN XXXXXXXXXXXXXXXXX

**97A/NHTSA 23V-654**

**LOGO**

**VEHICLE PICTURE**

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