March 2023

Dealer Service Instructions for:

Equipment Safety Recall 17A / NHTSA 23E-009 Rearview Camera

Remedy Available

FCA US LLC (FCA US) has announced an equipment safety recall 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.

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 S6.2.1 (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."

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Repair

FCA US will repurchase all suspect trailer reverse steering control modules.

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 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 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

NOTE: See the Warranty Administration Manual, Recall Claim Processing Section, for complete recall claim processing instructions.

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 and 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.

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

17A/NHTSA 23E-009

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**

DEALERSHIP INSTRUCTIONS
Please reference Safety Recall 17A.

IMPORTANT SAFETY RECALL

Rearview Camera

Dear [Name],

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

FCA has decided that a defect, which relates to motor vehicle safety, exists in certain Mopar Trailer Reverse Steering Control Module's part numbers 68423566AE, 68423566AF, 68423566AG, 04672915AD, and 04672915AE intended for use on some 2021 - 2023 model year Ram 1500 pickups and 2023 model year Ram 2500 pickup trucks.

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

WHY DOES MY ITEM OF EQUIPMENT NEED REPAIRS?

FCA US records indicate that you may have purchased a Trailer Reverse Steering Control Module (TRSCM) for your vehicle [1]. The TRSCM's 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.

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 S6.2.1 (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."

HOW DO I RESOLVE THIS IMPORTANT SAFETY ISSUE?

FCA US will conduct a voluntary safety recall on all affected parts and repurchase suspect trailer reverse steering control modules. **Be sure to bring the TRSCM with this letter to your dealership.** We recommend that you schedule a service appointment to minimize your inconvenience.

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
Fiat Chrysler Automobiles 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.