SAFETY RECALL
NORTH AMERICA
Rearview Camera Visibility

Reference: 66B / NHTSA 23V- 436

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 1.0

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 405,675 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.

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. Violation of this requirement by a dealer could result in a civil penalty of up to $27,874 per vehicle.
- Some of the involved vehicles may be in dealer used vehicle inventory. Dealers should complete this recall service on these vehicles before retail delivery.
- Dealers should also perform this recall on vehicles in for service.

Involved vehicles can be determined by using the VIP inquiry process.

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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.

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 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:

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

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Floor Plan Reimbursement represents the vehicle's average daily allowance (see table below) multiplied by the number of days the vehicle was in dealer inventory and not available for sale. This reimbursement is limited to the number of days from the date of the stop sale to the date that the remedy was made available. Note: If the vehicle was received by your dealership (KZX date) AFTER the stop sale date, you will use the KZX date instead of the stop sale date. For this Recall, the stop sale was initiated on 06/21/2024 and the remedy was made available for the following vehicles: 2022 - 2023 (RU) Chrysler Pacifica / Voyager, 2022 - 2023 (MP) Jeep Compass, 2022 - 2023 (WL) Jeep Grand Cherokee L, 2022 - 2023 (WL) Jeep Grand Cherokee, 2022 - 2023 (WS) Wagoneer/Grand Wagoneer, 2022 - 2023 (DT) Ram 1500 Pickup, 2022 - 2022 (DJ) Ram 2500 Pickup, 2022 - 2022 (DF) Ram 3500 10K lb. Cab Chassis, and 2022 - 2023 (VF) Ram ProMaster on 07/18/2024, therefore, the number of days cannot exceed 27 days. The remedy was made available for 2021 - 2022 (WD) Dodge Durango on 12/04/2024, therefore, the number of days cannot exceed 166 days. The remedy was made available for 2021 (RU) Chrysler Pacifica / Voyager on 02/08/2025, therefore, the number of days cannot exceed 232 days. The remedy was made available for 2021 (WL) Jeep Grand Cherokee L on 02/18/2025, therefore, the number of days cannot exceed 242 days.

Vehicle	Average Daily Allowance
(RU) Chrysler Pacifica / Voyager	**$10.34**
(WD) Dodge Durango	**$12.05**
(MP) Jeep Compass	**$8.11**
(WL) Jeep Grand Cherokee L	**$12.53**
(WL) Jeep Grand Cherokee	**$12.53**
(WS) Wagoneer/Grand Wagoneer	**$18.81**
(DT) Ram 1500 Pickup	**$14.61**
(DJ) Ram 2500 Pickup	**$15.26**
(DF) Ram 3500 10K lb. Cab Chassis	**$12.21**
(VF) Ram ProMaster	**$11.07**

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.

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.

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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 "**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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This notice applies to your vehicle,

[Model Year and Model]
VIN XXXXXXXXXXXXXXXXX

66B/NHTSA 24V-436

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 66B.

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 LLC has decided that 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] 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?

The radio software on your vehicle [1] 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.

HOW DO I RESOLVE THIS IMPORTANT SAFETY ISSUE?

FCA US LLC will repair your vehicle [2] 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. Ask your dealer for alternate transportation options while your vehicle is in service. 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 1-888-275-9171), 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

66B/NHTSA 24V-436

LOGO

VEHICLE PICTURE

YOUR SCHEDULING OPTIONS

1. **RECOMMENDED OPTION**
   Call your authorized Business*Link* dealer.

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 66B.

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 LLC has decided that certain [2023 model year (VF) Ram ProMaster] 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?

The radio software on your vehicle [1] 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.

HOW DO I RESOLVE THIS IMPORTANT SAFETY ISSUE?

FCA US LLC will repair your vehicle [2] 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. Ask your dealer for alternate transportation options while your vehicle is in service. Please bring this letter with you to your dealership.

TO SCHEDULE YOUR FREE REPAIR,
CALL YOUR BUSINESS*LINK* 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

66B/NHTSA 24V-436

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 66B.

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 LLC has decided that certain [2022 - 2023 model year (RU) Chrysler Pacifica / Voyager, 2021 - 2022 model year (WD) Dodge Durango, 2022 - 2023 model year (MP) Jeep Compass, 2022 - 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] 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?

The radio software on your vehicle [1] 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.

HOW DO I RESOLVE THIS IMPORTANT SAFETY ISSUE?

FCA US LLC will repair your vehicle [2] free of charge (parts and labor). To do this, your dealer will inspect and if necessary, update the radio software version. The estimated repair time is 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. Ask your dealer for alternate transportation options while your vehicle is in service. 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

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IMPORTANT SAFETY RECALL

Rearview Camera Visibility

Dear [Name],

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FCA US LLC has decided that certain [2021 model year (RU) Chrysler Pacifica / Voyager and 2021 model year (WL) Jeep Grand Cherokee L] 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.

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