SAFETY RECALL
NORTH AMERICA
Rearview Camera Visibility

Reference: 97A / 2023-533

FCA Canada Inc.

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 64,913 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 Canada Motor Vehicle Safety Standard ("CMVSS") 111 - Mirrors and Rear Visibility Systems.

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 vehicle inventory. Dealers should complete this repair on these vehicles before retail delivery. Dealers should also perform this repair 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 labour operation numbers and time allowances:

Labour 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.

PARTS RETURN

No parts return required for this campaign.

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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 Canada 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, 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.

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SERVICE PROCEDURE

A. Verify the Radio Software Version

1. On the radio display screen go to 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 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.
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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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 97A (TRANSPORT CANADA 2023-533)
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 HAS DECIDED THAT CERTAIN 2022 - 2023 MODEL YEAR ("MY") RAM 1500 PICKUP ("DT"), 2022 - 2024 MY RAM 2500 PICKUP ("DJ"), AND 2022 - 2023 MY RAM 3500 CAB CHASSIS ("DF") WITH A GROSS VEHICLE WEIGHT RATING LESS THEN 4536 KG. VEHICLES FAIL TO COMPLY WITH CANADA MOTOR VEHICLE SAFETY STANDARD ("CMVSS") 111 - MIRRORS AND REAR VISIBILITY SYSTEMS.

Your vehicle must be repaired because:
Your vehicle 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 Canada Motor Vehicle Safety Standard ("CMVSS") 111 - Mirrors and Rear Visibility Systems. Suspect vehicles may not display the rearview image during a backing event under certain conditions.

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

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 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

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