



## **New Safety Recall Advanced Communication – VE2**

FCA US LLC (FCA US) has announced a safety recall on certain 2018 Model Year through 2019 Model Year (RU) Chrysler Pacifica vehicles equipped with (RFL) 8.4” Touchscreen Display, (XAK) 360 Surround View Camera System and (RHH) Seatback Video Screens.

VINs identified as being involved in this campaign are currently live and searchable.  
**Stop sale is in effect for the above-identified vehicles.**

Vehicles impacted by a stop sale are eligible for reimbursement allowance through the Recall Floorplan Reimbursement Policy (RFPRP), which can be requested upon recall claim submission.

**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 \$21,000 per vehicle. Involved vehicles can be determined by using the VIP inquiry process.

### **REASON FOR THIS SAFETY RECALL**

Some of the above vehicles may, under certain circumstances, continue to display the rearview image until a drive cycle ends. If the rearview image is displayed after the backing event has ended, a driver may be distracted by the image which can cause a vehicle crash without prior warning.

The condition described above does not comply with Federal Motor Vehicle Safety Standard (FMVSS) No. 111, Rear Visibility, S6.2.4 Linger time which requires that "The rearview image meeting the requirements of S6.2.1 and S6.2.2 shall not be displayed after the backing event has ended." S4. Definitions, "Backing event" is defined as "an amount of time which starts when the vehicle's direction selector is placed in reverse, and ends [...] when the vehicle forward motion reaches: [...] (c) a continuous duration of 10 seconds." In certain situations, the rearview image in suspect vehicles will linger until a drive cycle ends, which can be longer than 10 seconds.

### **SERVICE ACTION**

FCA US will conduct a voluntary safety recall to flash the suspect radios with updated software. The remedy for this condition is not currently available. Dealers will be notified of the launch of this safety recall by way of established communication methods. This recall is estimated to launch in 1st Quarter of 2020.

We ask that you please take the time to ensure that your personnel are aware of this communication and are prepared to execute a customer friendly process for inquiries regarding involved vehicles.

Customer Services Field Operations  
FCA US LLC