

# SAFETY RECALL

NORTH AMERICA

## Rearview Camera Visibility



Reference: 56A / NHTSA 23V-577

FCA US LLC



Remedy available for:

- 2023 Model Year (WL) Jeep® Grand Cherokee
- 2023 Model Year (WL) Jeep® Grand Cherokee L
- 2023 - 2024 Model Year (WS) Wagoneer and Grand Wagoneer
- 2022 Model Year (WL) Jeep® Grand Cherokee
- 2021 - 2022 Model Year (WL) Jeep® Grand Cherokee L
- 2022 Model Year (WS) Wagoneer and Grand Wagoneer

Template Version 1.0

Revision	Edition	Detail
1	August 2023	Remedy now available for all vehicles in recall. Floor plan added.

### SYMPTOM DESCRIPTION

The Central Vision Park Assist Module (CVPAM) on about 162,700 of the above vehicles may contain software that may prevent the camera signal from passing through to the media screen 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 up 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 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." Vehicles with suspect CVPAMs may not display the rearview image during a backing event under certain conditions.

### SCOPE

This recall applies only to the above vehicles equipped with Central Vision Park Assist (sales code XAK), Integrated Off-Road Camera (sales code XNY) or both.

**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

Update the Central Vision Park Assist Module (CVPAM) software.

### 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 Park Assist Control Module (PAM) Software Level	18-56-A1-81	0.2
Inspect and Reprogram Park Assist Control Module (PAM)	18-56-A1-82	0.4

Labor Description	Number	Allowance
Floor Plan Reimbursement	95-95-95-97	Calculate See Below

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

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08/22/2023 and the remedy was made available on 08/24/2023, therefore, the number of days cannot exceed 2 days.

They are requested to schedule appointments for this service with their dealers. A generic copy of the owner letter is attached.

Vehicle	Average Daily Allowance
2021-2022 (WL) Jeep Grand Cherokee and Grand Cherokee L	██████
2022 (WS) Wagoneer and Grand Wagoneer	██████

### 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.*

**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	Picture
NPN	wiTECH MDP	
NPN	Laptop Computer	
NPN	wiTECH Software	

### 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.

### 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.

## SERVICE PROCEDURE

### A. Central Vision Park Assist Module (CVPAM)

**NOTE: The wiTECH scan tool must be used to perform this recall. If the reprogramming flash for the PAM is aborted or interrupted, repeat the procedure.**

1. 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.**

2. Connect the wiTECH MDP to the vehicle data link connector.
3. Place the ignition in the “**RUN**” position.
4. Open the wiTECH 2.0 website.
5. Enter your “**User id**” and “**Password**” and your “**Dealer Code**”, then select “**Sign In**” at the bottom of the screen. Click “**Accept**”.
6. From the “**Vehicle Selection**” screen, select the vehicle to be updated.
7. From the “**Action Items**” screen, select the “**Topology**” tab.

**NOTE: The PAM must be at the latest software calibration level after completing this recall.**

**NOTE: The CVPAM (CVPAM) is identified as the Park Assist Module (PAM) in the scan tool. There will not be a separate CVPAM component in the Electronic Control Unit (ECU) view menu. When the vehicle is equipped with the Surround View Camera (SVC) system, the CVPAM will also be equipped to the vehicle. If the vehicle is not equipped with the SVC system, then the PAM will be used instead of the CVPAM.**

8. From the “**Topology**” tab, select the “**Park Assist Module (PAM)**” module icon.
9. From the “**Flash**” tab, compare the “**Current Electronic Control Unit (ECU) Part Number**” with the “**New ECU Part Number**” listed.
  - If the “**Current ECU part Number**” is the same as the “**New Part Number**”, proceed to **Step 15**.
  - If the “**Current ECU part Number**” is NOT the same as the “**New Part Number**”, continue with **Step 10**.

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10. From the PAM tab, select the PAM flash part number. Read the flash special instructions page. Select **"OK"** to continue.
11. From the flash ECU agreement page, agree to terms by checking the box.
12. Select **"Flash ECU"** and then follow the wiTECH screen instructions to complete the flash.
13. Confirm the software is at the latest available calibration level.
14. Click **"View DTCS"**, select **"Clear All DTCS"**, click **"Continue"** and then click **"Close"**.
15. Place the ignition in the **"OFF"** position and then remove the wiTECH MDP device from the vehicle.
16. Remove the battery charger from the vehicle.
17. Close the vehicle hood.

This notice applies to your vehicle,

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXXXX

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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 56A.

# 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 (WL) Grand Cherokee, 2021-2023 Model Year (WL) Grand Cherokee L, and 2022-2024 Model Year (WS) Wagoneer/Grand Wagoneer] vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 571.111 S6.2.1 (field of view).

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 <sup>[1]</sup> may be equipped with a Central Vision Park Assist Module (CVPAM) containing software that may prevent the camera signal from passing through to the media screen 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 up without verifying it is safe to do so could lead to an increased risk of a crash or 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 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." Vehicles with suspect CVPAMs 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 <sup>[2]</sup> free of charge (parts and labor). To do this, your dealer will update the CVPAM software. 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. 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](http://www.fcarecallreimbursement.com) to submit your reimbursement request online. <sup>[3]</sup> 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



**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](http://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.