

SAFETY RECALL

NORTH AMERICA

Rearview Camera Visibility



Reference: 97A / NHTSA 23V-654

FCA US LLC



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
1	October 2023	Revised instructions.

SYMPTOM DESCRIPTION

About 272,900 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 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 S6.2.6 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." Suspect vehicles may not display the rearview image during a backing event under certain conditions.

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 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

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 reprogrammed 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 labor operation numbers and time allowances:

Labor Description	Number	Hrs
Inspect Radio at latest software level	18-97-A1-81	0.2
Inspect/Reprogram Radio with latest software level	18-97-A1-82	0.3

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.

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PARTS RETURN

No parts return required for this campaign.

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 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.

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.

SERVICE PROCEDURE

A. Verify the Radio Software Version

1. On the radio display screen go into “**Vehicle Settings**”.
2. Select “**System Information**”.
3. Select “**Version Information**”.
4. Under the “**Build Number**”, radio software version is listed.
5. Verify software version:
 - **Correct** SW version **T27.46**
 - **Wrong** SW version: **Any earlier versions.**
6. 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**

B. Software Download

1. Download the Software Update to a USB Flash Drive.
 - A USB Flash Drive must be at least 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.**

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 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.
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 and disconnect the battery charger.
12. Return the vehicle to the customer.