



Revised February 2020

Dealer Service Instructions for:

# Safety Recall VE2 / NHTSA 19V-886

## Rear View Camera

*NOTE: Revised Step 2 for easier access to dealer mode. Updated Note to clarify USB usage. Revised step 10 and Figure 4 to show new file structure based on updated software. Revised LOP numbers to reflect updated software.*

**Effective immediately all repairs on involved vehicles are to be performed according to this recall. Service Bulletin 08-116-19 is no longer applicable for vehicles involved in this recall. Those vehicles that have already had this repair performed, as determined by our warranty records, have been excluded from this recall.**

### Remedy Available

#### 2018-2019 (RU) Chrysler Pacifica

*NOTE: This recall applies only to the above vehicles equipped with an Uconnect 4C Nav with 8.4" Display Radio (Sales Code UAV), 360 Surround View Camera System (Sales Code XAK) and Seatback Video Screens (Sales Code RHH).*

*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.**

## **Subject**

The Rear View Camera image on about 20,400 of the above vehicles may linger 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 above fails to conform to the requirements of Federal Motor Vehicle Safety Standard (FMVSS) No. 111, “Rear Visibility”.

## **Repair**

The radio software requires an update.

## **Alternate Transportation**

Dealers should attempt to minimize customer inconvenience by placing the owner in a loaner vehicle if inspection determines that a radio software update is required and the vehicle must be held overnight.

## **Parts Information**

No parts are required to perform this service procedure.

## **Special Tools**

**The following special tool is required to perform this repair:**

- NPN 16GB USB Flash Drive

**Service Procedure**

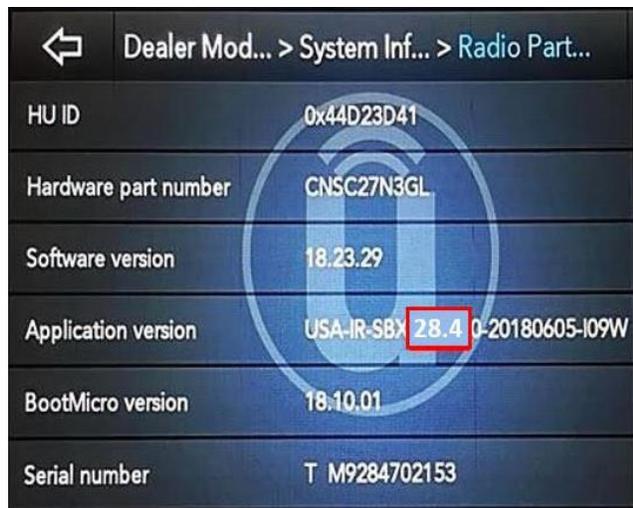
1. Open the hood. Install a battery charger and verify that the charging rate provides 13.0 to 13.5 volts. Do not allow the charger to time out during the radio update process. Set the battery charger timer (if so equipped) to continuous charge.

**NOTE: Use an accurate stand-alone voltmeter. The battery charger volt meter may not be sufficiently accurate. 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. Verify the radio software version. Radio must be in Dealer Mode to verify. To put the radio in Dealer Mode, follow these steps:

a) Push and hold the Front Defrost, Driver Temperature Up and Temperature Down buttons simultaneously until the Dealer Mode screen appears (approximately seven seconds). Release buttons.

b) Select System Information, then Radio Part Information. The software level will be listed next to Application Version (Figure 1).



**Figure 1 – Radio Software Level Screen**

3. Is the radio software level (Application Version) at or higher than 28.4?
  - If YES, the radio software is already up to date. Return the vehicle to the customer.
  - If NO, proceed with the Repair Procedure.
4. Has a 16GB USB flash drive been created?
  - If YES, proceed to Step 12.
  - If NO, proceed to Step 5.

**Service Procedure [Continued]**

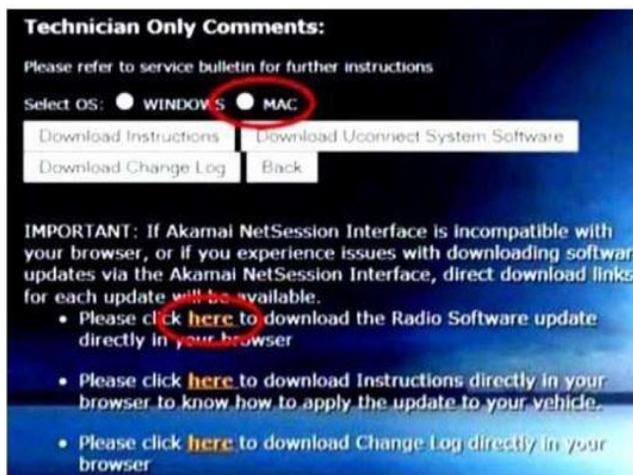
5. Go to DealerCONNECT, Service, Uconnect Command Center, Uconnect, More Information, Dealer Software Downloads to download the files.
6. If a security message appears “Do you want to view only the web page content that was delivered securely?” (Figure 2), press “No” to continue.



**Figure 2 – Application Version**

**NOTE: If the software cannot be downloaded, make sure you have proper security access. If not, have the Service Manager or Shop Foreman download the software update.**

7. Use a blank USB flash drive with at least 16GB of space. Follow the on-screen instructions to download the software files.
8. Download the software update file to your local PC’s desktop. Make sure to select the “MAC” radio button for all downloads, regardless of the computer being used (Figure 3).



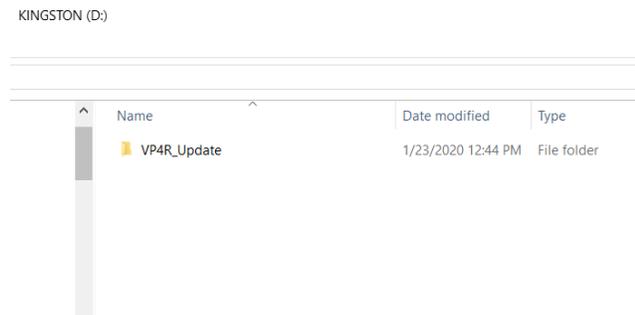
**Figure 3 – MAC Radio Button**

9. Be sure to download the file to your designated folder before extracting the zip file to the blank USB flash drive.

**Service Procedure [Continued]**

**NOTE:** A blank USB flash drive will be needed for each radio update **version**; additional updates cannot be on the same USB flash drive. **Once created it is recommended to label the USB flash drive with the recall number and proper radio Sales Codes.**

10. Extract the compressed folder to the desktop. Open the folder and drag and drop the VP4R\_Update files to the USB flash drive. The flash drive should look like (Figure 4).



**Figure 4 – Flash Drive Folders**

11. Once the file is extracted to the USB flash drive, it is recommended to label the USB flash drive with the recall number and proper radio Sales Codes.
12. Start the vehicle and insert the correct USB flash drive with new software into the USB port.

**CAUTION:** Make sure no other device is plugged into any of the USB ports while performing this re-program. If other devices are connected to USB ports during reprogramming, it may cause failure of files to be loaded which may cause the radio to need replacement.

**Service Procedure [Continued]**

- 13. If the screen in (Figure 5) is displayed, the USB flash drive was not set up correctly. Use a top name brand USB flash drive like Kingston and create a new flash drive and start the update again.



Figure 5 – Software Not Compatible

**NOTE: This software will update the radio to version 28.4.**

- 14. If the radio software is up to date, the screen in Figure 6 will be displayed. Press "OK" and remove the USB flash drive (Figure 6).

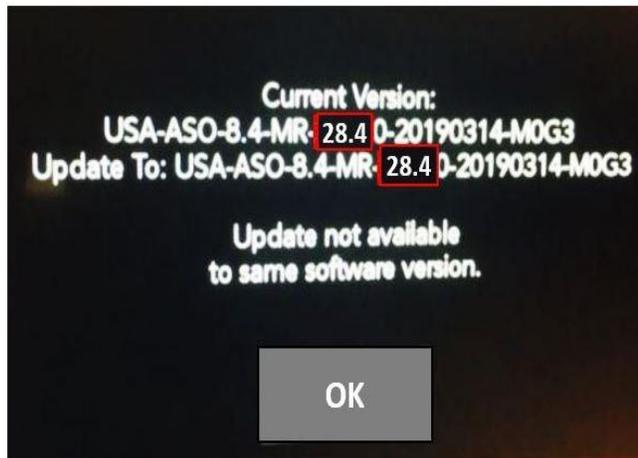
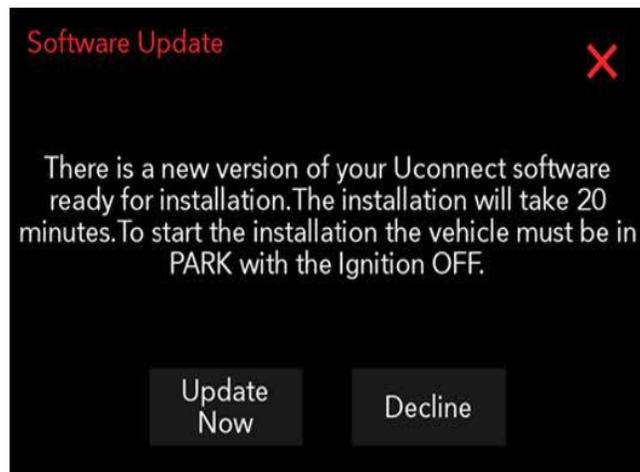


Figure 6 – Radio Software Already Up To Date

**Service Procedure [Continued]**

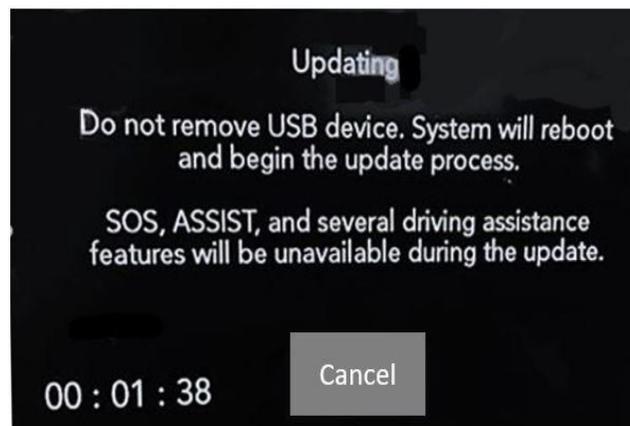
**NOTE:** If the ignition is turned off before the two minute has expired, the software update will be canceled. The ignition does not have to be turned off to perform this updated (Figure 8).

15. Once the system has verified there is an available update, press the “Update Now” button. Make sure the vehicle is in park. Do NOT turn off the ignition at this point (Figure 7).



**Figure 7 – Software Update Is Available**

16. When the radio starts updating, this screen will be displayed (Figure 8).



**Figure 8 – Radio Update Process Begins**

**Service Procedure [Continued]**

17. The radio will reboot and the update will begin. The update will take approximately 30 minutes, though the timer on the screen may display the incorrect time remaining.

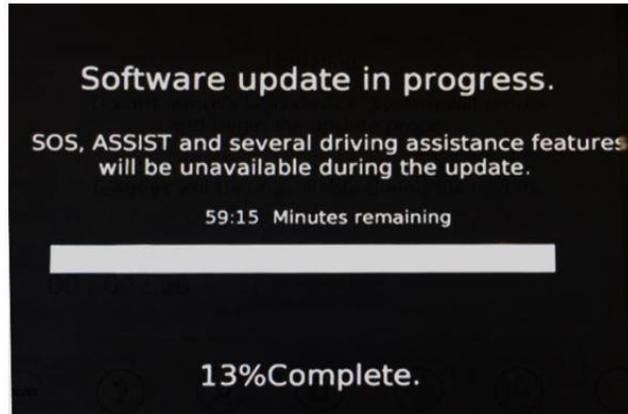


Figure 9 – Software Update In Progress

**NOTE:** The completion indicator may not reach 100%, even though the software update has been completed. Once the software update has finished, the radio and display screen will turn off (Figure 9).

**NOTE:** Some display screens will not be displayed, if the ignition is turned off during the update.

18. After the update has completed, the radio will shut down. With the USB flash drive still inserted in the USB port, turn the ignition back to the run position. If the radio has been updated correctly, the screen in Figure 10 will be displayed. Press “OK” and remove the USB flash drive (Figure 10).

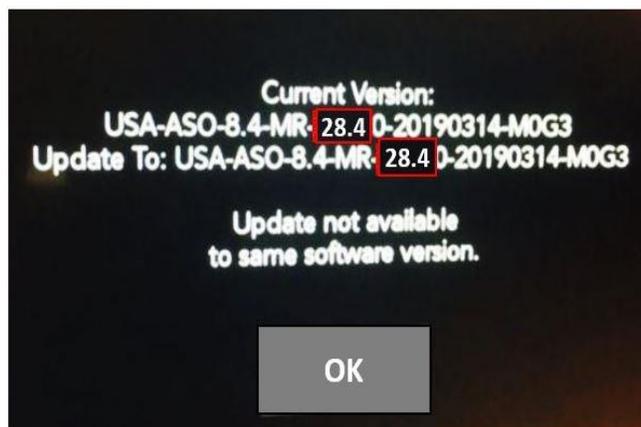


Figure 10 – Software Levels

**Service Procedure [Continued]**

19. Remove the battery charger from the vehicle.
  
20. Close the hood and return the vehicle to the customer.

**NOTE: After performing the radio update, the radio display screen may have a ghost image that will not clear, even after turning off the ignition. This ghost image may appear on any radio screens selected. Do not replace the radio for this concern, turn the vehicle off and allow the radio and vehicle to enter a full power down cycle. A full power down cycle may take between 45 to 60 minutes.**

**NOTE: After performing the radio update, the temperature in the radio may display the wrong temperature. To correct this, go into the radio settings and change the temperature value to the other value. If it is Celsius, change it to Fahrenheit or if it Fahrenheit change it to Celsius. Exit the radio setting menu, then go back into settings and set the temperature value back to the original value.**

**Completion Reporting and 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:

	<b>Labor Operation Number</b>	<b>Time Allowance</b>
Inspect Radio Software Version	18-VE-21-81	0.2 hours
Create USB Jump Drive from Uconnect Website for Radio UAV (One Time Only)	18-VE-21-50	0.2 hours
Check Radio Software Level and Perform Software Update for Radio UAV	18-VE-21-88	0.5 hour
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 12/19/2019 and the remedy was made available on 01/09/2020, therefore, the number of days cannot exceed 21 days.

Vehicle	Average Daily Allowance
2018-2019 (RU) Chrysler Pacifica	[REDACTED]

**NOTE: See the Warranty Administration Manual, Recall Claim Processing Section, for complete recall claim processing instructions.**

**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 and 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

This notice applies to your vehicle,

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXXXX

VE2/NHTSA 19V-886

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](https://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 VE2.

# IMPORTANT SAFETY RECALL

## Rear View Camera

Dear [Name],

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

FCA US has decided that certain [2018 and 2019 Chrysler Pacifica] vehicles fail to conform to 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.

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?

Under certain circumstances, the radio display rearview image on your vehicle <sup>[1]</sup> may linger 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.**

#### 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 flash the radio with updated software. The estimated repair time is about one hour. 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](https://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.