



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

Part 573 Safety Recall Report

25V388

Manufacturer Name: Chrysler (FCA US, LLC)

Submission Date: Jun 12, 2025

NHTSA Recall No.: 25V388

Manufacturer Recall No.: 34C

Manufacturer Information

Population

Manufacturer Name: Chrysler (FCA US, LLC)

Address: 800 Chrysler Drive
CIMS 482-00-91
Auburn Hills MI, 48326-
2757

Total number of potentially involved: 140

Estimated percentage with defect: 2.9%

Vehicle Information

Vehicle 1: 2023-2023 CHRYSLER VOYAGER

Product Category: Light Vehicles

Product Type:

Fuel / Propulsion:

Production Dates: May 04, 2023 - May 11, 2023

Number of potentially involved: 5

Descriptive Information:

Some 2023 MY Chrysler Voyager vehicles may have been built with a rearview camera containing a solder void between the circuit board and an image signal processing chip which may prevent the rearview image from displaying.

The suspect period began on May 4, 2023, when the first suspect vehicle was produced, and ended on May 11, 2023, when the last suspect vehicle was produced. Supplier and vehicle production records were used to determine the suspect population.

Similar vehicles not included in this recall were built before or after the suspect period or were built with a different type of camera.

Vehicle 2: 2023-2023 CHRYSLER PACIFICA

Product Category: Light Vehicles

Product Type:

Fuel / Propulsion:

Production Dates: May 01, 2023 - May 24, 2023

Number of potentially involved: 135

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25V388**Descriptive Information:**

Some 2023 MY Chrysler Pacifica vehicles may have been built with a rearview camera containing a solder void between the circuit board and an image signal processing chip which may prevent the rearview image from displaying.

The suspect period began on May 1, 2023, when the first suspect vehicle was produced, and ended on May 24, 2023, when the last suspect vehicle was produced. Supplier and vehicle production records were used to determine the suspect population.

Similar vehicles not included in this recall were built before or after the suspect period or were built with a different type of camera.

Defect / Noncompliance Description**Description of the defect or noncompliance:**

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..." and apply to other markets via direct reference to FMVSS or are implied via free trade agreements. Suspect vehicles may not display the rearview image during a backing event under certain conditions.

FMVSS1: 111 - Rear visibility

FMVSS2:

Description of the safety risk, including crash, fire, death, injury:

A rearview image that does not display reduces the driver's view of what is behind the vehicle. A blank screen will appear in place of the rearview image. If the driver does not heed the blank screen warning and fails to otherwise make sure it is safe to operate the vehicle in reverse, a vehicle crash can occur.

Description of the cause:**Identification of any warning that can occur:**

None prior to failure. However, the driver will notice that the rearview image is not displayed when the vehicle is placed into reverse.

Component Manufacturer**Tier of Supplier:****Supplier Type:**

Name: MAGNA DONNELLY ELECTRONICS

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Address: 10410 N HOLLY RD
HOLLY MI, 48442-9332

Country: United States

Involved Components

Component Name 1: Camera

Component Description: Rearview Camera

Component Part Number: 68227397AH

Chronology

- On October 24, 2024, the FCA US LLC ("FCA US") Technical Safety and Regulatory Compliance ("TSRC") organization opened an investigation into a potential issue related to rearview cameras not displaying on some 2023 MY Chrysler Pacifica and Voyager vehicles.
- From October 2024, through February 2025, FCA US TSRC reviewed warranty data, field records, and customer assistance records to understand potential customer consequence.
- From February 2025, through May 2025, FCA US TSRC met with FCA US Engineering to review manufacturing processes, parts control procedures, production records, and shipping records to understand the scope of the issue.
- On May 7, 2025, FCA US TSRC organization recognized an issue existed on certain vehicles related to the rearview camera not displaying the rearview image, potentially resulting in a noncompliance with FMVSS No.111.
- On June 06, 2025, FCA US determined, through the Vehicle Regulations Committee, to conduct a voluntary safety recall of the affected vehicles.

Related NHTSA Recall Number:

Description of Remedy

Remedy Type: Inspect, Replace

Consumer Advisories: ☐ Do Not Drive ☐ Park Outside

Description of remedy program:

FCA US will conduct a voluntary safety recall to inspect and, if necessary, replace the rearview camera.

How remedy component differs from recalled component:

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The remedy is a rearview camera that does not contain a solder void.

Identify how/when recall condition was corrected in production:

Reimbursement Plan

Manufacturer used general reimbursement plan on file.

Recall Schedule**Description of recall schedule:**

****06/12/2025:** FCA US will notify dealers on or about 06/19/2025 and begin notifying owners on or about 07/10/2025.

Planned Dealer Notification Date: Jun 19, 2025 - Jun 19, 2025

☐ No Dealers

Planned Interim Owner Notification Date:

☐ No Owners

Planned Remedy Owner Notification Date: Jul 10, 2025 - Jul 10, 2025

☐ Phased Recall

Date when VIN will be searchable: Jun 19, 2025