



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

Part 573 Safety Recall Report

25V471

Manufacturer Name: Chrysler (FCA US, LLC)

Submission Date: Jul 17, 2025

NHTSA Recall No.: 25V471

Manufacturer Recall No.: 57C

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: 21

Estimated percentage with defect: 100%

Vehicle Information

Vehicle 1: 2024-2025 CHRYSLER PACIFICA

Product Category: Light Vehicles

Product Type:

Fuel / Propulsion:

Production Dates: Aug 26, 2024 - Sep 09, 2024

Number of potentially involved: 21

Descriptive Information:

Some 2024-2025 MY Chrysler Pacifica vehicles may have been built with an incorrectly specified radio which may prevent the rearview camera image from displaying.

The suspect period began on August 26, 2024, when the first suspect 2024 MY vehicle was produced, and ended on September 9, 2024, when the last suspect 2025 MY vehicle was produced. The suspect population was determined using vehicle production records.

Similar vehicles not included in this recall were built before or after the suspect period or were built with a correctly specified radio.

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.

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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:** HARMAN**Address:** 30001 Cabot Drive
Novi MI, 48377**Country:** United States

Involved Components

Component Name 1: Radio**Component Description:** Radio**Component Part Number:** 68581658AG

Chronology

- On June 5, 2025, 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 2024-2025 MY Chrysler Pacifica vehicles.
- During June 2025, FCA US TSRC and FCA US Engineering reviewed warranty data, field records, vehicle production records and customer assistance records to understand potential customer consequence.

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- On June 18, 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 July 10, 2025, FCA US determined, through the Vehicle Regulations Committee, a noncompliance with FMVSS No. 111 exists on all affected vehicles.

Related NHTSA Recall Number:

Description of Remedy

Remedy Type: Replace

Consumer Advisories: ☐ Do Not Drive ☐ Park Outside

Description of remedy program:

All vehicles in this recall have been remedied by replacing the radio. Warranty records show these repairs occurred between September 19, 2024, and April 22, 2025.

How remedy component differs from recalled component:

The remedy component is a correctly specified radio.

Identify how/when recall condition was corrected in production:

Reimbursement Plan

Manufacturer used general reimbursement plan on file.

Recall Schedule

Description of recall schedule:

****07/17/2025:** FCA US will notify dealers on or about 07/24/2025 and begin notifying owners on or about 08/07/2025.

Planned Dealer Notification Date: Jul 24, 2025 - Jul 24, 2025 ☐ No Dealers

Planned Interim Owner Notification Date: ☐ No Owners

Planned Remedy Owner Notification Date: Aug 07, 2025 - Aug 07, 2025 ☐ Phased Recall

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Date when VIN will be searchable: Jul 24, 2025