

## Safety Issue Type: Manufacturer Communications

August 21 2019 Manufacturer Communication Number: 10166588

### Components: ELECTRICAL SYSTEM, BACK OVER PREVENTION

NHTSA ID Number 10166588

Manufacturer Communication Number 08-084-19

#### Summary

Radio and Back-up Camera Enhancements

This bulletin involves updating the radio software level to 1848.24.

Customers may experience one or more of the following: Green horizontal lines on back up display, in reverse (If this is the customer concern use camera LOP 18-60-02-Y7, on JL vehicles only).

Ghost Touch, features, modes and App's changing, without drivers input. Speaker pop noise when using Bluetooth device. When vehicle is first started the radio will reset and the time display shows 12:00. Audio distortion and volume fluctuation. Blank rear camera image in reverse (If this is the customer concern use camera LOP 18-60-02-Y7) JL only. Audio cutting in and out during memory recall.

Ring tone too loud. AM/FM volume fluctuates. While in CarPlay® or AndroidAuto® Google® maps showing wrong location. Phone disconnected after first call. Black screen or White screen with vertical lines. PIN clear and volume locked while KeySense is used. Audio static while in SXM/SAT modes. Echo heard during Bluetooth phone calls. The radio is locked up. The radio remains on after ignition has been turned off. The radio resets. The radio screen turns black. The radio screen shows messages ?Software Update? or ?Reinsert USB Device? and displays that screen in a continuous loop.

### Affected Products (6)

#### Vehicle

MAKE	MODEL	YEAR
CHRYSLER	PACIFICA	2018
DODGE	CHALLENGER	2018
DODGE	CHARGER	2018
DODGE	DURANGO	2018
JEEP	GRAND CHEROKEE	2018
JEEP	WRANGLER	2018

### Associated Documents (1)

Manufacturer Communications

MC-10166588-9999.pdf 207.393KB

<https://static.nhtsa.gov/odi/tsbs/2019/MC-10166588-9999.pdf>