

September, 2017

<<Firstname>> <<Lastname>>

<<Address>>

<<City>>, <<State>>

<<Zip>>

Important Safety Recall:

This Notice Applies to Your Vehicle (<<Full_VIN>>)

From: **Troy Bechtel, Director of Service, Warranty & Parts**

RE: **Notice of Recall 2017-0004 (NHTSA 17V537) Aktiv Exhaust**

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

Erwin Hymer Group North America, Inc., is recalling model year 2016 to 2018 Aktiv vehicles manufactured from July 25, 2016, through July 20, 2017, and built on a RAM Promaster Chassis. The affected vehicles have heat from the exhaust system tail pipe being trapped under the vehicle behind the bumper in an area that creates damage to the rear bumper cover and wiring of the coach. The exhaust can inadvertently pass through the CK bracket and cause it to overheat melting the CK tail light wiring and the paint on the CK bracket. Anyone who comes in contact with the bumper shortly after the vehicle was driven is at risk of being seriously burned.

Corrective action requires that a modified tailpipe be installed that redirects the exhaust down, away and out from under the vehicle, free of charge. It should take a half-hour (30 minutes) to complete the recall, however additional time may be required depending on how dealer appointments are scheduled and processed. To obtain this free service contact your Hymer dealer service department and schedule an appointment. Corrective Action instructions and parts will be shipped to the dealer prior to your arrival. If you no longer own the vehicle, please inform the dealer or Erwin Hymer Group North America, Inc., of this when you call.

If you had this repair performed before you received this letter you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of the problem associated with this recall. For more information, please contact, Erwin Hymer Group North America, Inc., at 1-844-464-3735.

Federal regulations require that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

We regret any inconvenience these actions may cause.

If this notification is inadequate or the corrections are not made in accordance with this notification within 60 days, you may advise the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave. S.E., Washington, DC 20590; or call the toll free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.