

IMPORTANT SAFETY RECALL



DEPARTMENT OF COMPLIANCE
VEHICLE SAFETY AND RECALL MANAGEMENT
BUILDING 11
423 N MAIN ST
MIDDLEBURY, INDIANA 46540-9218

NHTSA RECALL: 19V294

- o Integrity
- o Safety
- o Quality
- o Customer Service

<<DEALERTNAME>>
<<ADDRESS>>
<<CITY>>, <<ST>> <<ZIP-XXX>>

<<DATE>>

Pursuant to USC49CFR §577.13 – Notification to Dealerships and Distributors – Paragraph B

“It is a violation of Federal Law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by the notification under a sale or lease until the defect or noncompliance is remedied. Substantial civil penalties apply to violations of this law.”

–Forest River motorized and towable products are contained in this section-

CANADA: Pursuant to the Canadian Motor Vehicle Safety Act, section 5

Companies who sell new non-complying vehicles may be in violation of the Motor Vehicle Safety Act. Substantial penalties apply to violations of this law.

Forest River – Office of Corporate Compliance (“OCC”) has decided that a safety defect exists in certain 2018 through 2019 model year Dynamax Isata ISC30FWD, ISC30FWD4X4, ISC30FWD4X4, ISC35DBD, ISC36DSD, ISC36DSD and ISC36DSD4X4 Class C motorhome recreational vehicles. Forest River is recalling the defect model(s) to ensure the safety of our future retail consumers and your dealership. Forest River apologizes for any inconvenience this action may cause your dealership; however, safety continued satisfaction and our commitment to building great products are of the utmost importance to Forest River.

The identified VIN referenced in the attached document(s).

The designated Date range of production is February 2018 through November 2018.

DEFECT/NONCOMPLIANCE:

Per FCA recall notice 18V277: “Some primary and secondary brake tube hoses were produced with no anticorrosion plating on the ferrules. Anti-corrosion plating is required to meet FCA US LLC (“FCA US”) long-term durability corrosion requirements. The absence of anti-corrosion plating on the brake tube hose ferrules may allow premature corrosion and subsequently can lead to a partial or complete loss of brake function.

EVALUATION OF RISK:

Per FCA recall notice 18V277: The ferrules on both brake hoses, in certain circumstances, may prematurely corrode and develop a brake fluid leak simultaneously and potentially result in a partial or complete loss of brake function. Loss of brake function can cause vehicle crash without prior warning.

ACTION:

Schedule an appointment for the recall to be completed at the nearest authorized Chrysler, Dodge, Jeep or RAM dealership(s).

HELPFUL CONTACT INFORMATION:

CONTACT	PHONE
FCA Recall Assistance	(800) 853-1403
Forest River Customer Service	(574) 262-3474

IMPORTANT SAFETY RECALL

The Recall shall be considered the utmost priority to remedy the 2018 through 2019 model year Dynamax Isata ISC30FWD, ISC30FWD4X4, ISC30FWD4X4, ISC35DBD, ISC36DSD, ISC36DSD and ISC36DSD4X4 Class C motorhome recreational vehicles in question. **The retail consumer shall not be charged** any amount of monies for remedy to their 2018 through 2019 model year Dynamax Isata ISC30FWD, ISC30FWD4X4, ISC30FWD4X4, ISC35DBD, ISC36DSD, ISC36DSD and ISC36DSD4X4 Class C motorhome recreational vehicles listed under this Recall.

If your dealership has already performed the remedy to 2018 through 2019 model year Dynamax Isata ISC30FWD, ISC30FWD4X4, ISC30FWD4X4, ISC35DBD, ISC36DSD, ISC36DSD and ISC36DSD4X4 Class C motorhome recreational vehicles, your dealership is entitled to the reimbursement as stated above by filing a claim using the indicated repair code(s). If the remedy needs to be performed on an out of warranty 2018 through 2019 model year Dynamax Isata ISC30FWD, ISC30FWD4X4, ISC30FWD4X4, ISC35DBD, ISC36DSD, ISC36DSD and ISC36DSD4X4 Class C motorhome recreational vehicles in which the VIN falls under as stated in the identified VIN listing, your dealership is entitled to the reimbursement as stated above by filing a claim using the indicated repair code(s).

Notice:

In no manner shall a Forest River Product Owner or Coachmen Product Owner be charged any fee(s) for scheduling, conduction or completion of the recall. Additionally, all dealership(s) that are Forest River and/or Coachmen dealership(s) are Federally Mandated to perform the recall once presented with this recall whether by the Owner or Dealership receipt of this letter, without denial of service to the Owner. Lastly, denial of a remedy for this recall is a Federal Violation punishable by law resulting substantial fines and/or civil penalties.

Federal Regulation requires that any lessor receiving this Recall must forward a copy of this notice to the lessee within ten days. If your dealership no longer owns this vehicle, please inform the Warranty Manager of the product listed above of the change of ownership.

Sincerely,
Cherie Schmucker
Forest River, Inc.
Office Manager
Office of Corporate Compliance