

Customer Notification



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

Customer Notification: 51-1450

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

<<OWNER NAME/DEALERNAME>>
<<ADDRESS>>
<<CITY>>, <<ST>> <<ZIP-XXX>>

1/7/2022

This Notice applies to your vehicle VIN listed above.

Dear Forest River Customer:

Forest River is alerting you to a FCA recall 21V699 involving certain 2021 Coachmen Nova Class B Recreational Vehicles. Please see the information below, which describes the issue and provides you with details on the steps you should take to have your vehicle repaired.

WHAT IS THE ISSUE?

FCA US has decided that certain 2021 RAM 3500 ProMaster vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 208 S7.1.1.5 requires that, "Each designated seating position, shall have a seat belt assembly whose lap belt portion is lockable so that the seat belt assembly can be used to tightly secure a child restraint system". It is extremely important to take steps now to repair your vehicle to ensure the safety of you and your passengers.

OWNERS AND DEALERS: WHAT SHOULD YOU DO?

Please review and follow the notice that accompanies this letter.

Sincerely,

Forest River, Inc.
Office of Corporate Compliance

This notice applies to your vehicle,

2021 RAM 3500 ProMaster
VIN: [REDACTED]

Y61/NHTSA 21V-699



RAM

YOUR SCHEDULING OPTIONS

- 1. RECOMMENDED OPTION**
Call your authorized BusinessLink dealer.
2. Call the FCA Recall Assistance Center at **1-800-853-1403**. An agent can confirm part availability and help schedule an appointment
3. Visit recalls.mopar.com, scan the QR code below, or download the Mopar Owner's Companion App.



Get access to recall notifications, locate your nearest dealer, and more through this website or Mopar Owner's Companion App. You will be asked to provide your Vehicle Identification Number (VIN) to protect and verify your identity. The last eight characters of your VIN are provided above.

DEALERSHIP INSTRUCTIONS

Please reference Safety Recall Y61.

IMPORTANT SAFETY RECALL

Seat Belt Locking Retractor

Dear COACHMEN INDUSTRIES:

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

FCA US has decided that certain 2021 RAM 3500 ProMaster vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 208 S7.1.1.5 requires that, "Each designated seating position, shall have a seat belt assembly whose lap belt portion is lockable so that the seat belt assembly can be used to tightly secure a child restraint system". It is extremely important to take steps now to repair your vehicle to ensure the safety of you and your passengers.

WHY DOES MY VEHICLE NEED REPAIRS?

The seat belts in your vehicle ^[1] may contain seat belt retractors with suspect Automatic Locking Retractor ("ALR") levers that may affect the ALR function of the seat belt retractor. The ALR may deactivate earlier than intended and a child seat may not tightly secure to the vehicle seat.

HOW DO I RESOLVE THIS IMPORTANT SAFETY ISSUE?

FCA US will repair your vehicle ^[2] free of charge (parts and labor). To do this, your dealer will inspect the suspect seat belts and replace as needed. The estimated repair time is about one hour. In addition, your dealer will require your vehicle for proper check-in, preparation, and check-out during your visit, which may require more time. Your time is important to us, so we recommend that you schedule a service appointment to minimize your inconvenience. Please bring this letter with you to your dealership.

**TO SCHEDULE YOUR FREE REPAIR,
CALL YOUR BUSINESSLINK DEALER TODAY**

WHAT IF I ALREADY PAID TO HAVE THIS REPAIR COMPLETED?

If you have already experienced this specific condition and have paid to have it repaired, you may visit www.fcarecallreimbursement.com to submit your reimbursement request online. ^[3] Once we receive and verify the required documents, reimbursement will be sent to you within 60 days. If you have had previous repairs performed and/or already received reimbursement, you may still need to have the recall repair performed.

We apologize for any inconvenience, but are sincerely concerned about your safety. Thank you for your attention to this important matter.

Customer Assistance/Field Operations
FCA US LLC