

# Customer Notification



Corporate Compliance  
Po Box 30  
MIDDLEBURY, INDIANA 46540-9218

FR ID: 51-1624  
FCA RECALL: 23V060

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

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

June 2023

This Notice applies to your vehicle VIN listed above.

Dear Forest River Customer:

Forest River is alerting you to a FCA Recall 23V060 involving certain 2021-2023 Rockport Work Trucks and Isata Class C Motorhome 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?**

Your vehicle can experience an engine compartment fire originating from the Generation 1 solid state intake air grid heater relay. An electrical short in the relay can potentially lead to a vehicle fire with the ignition on or off. A vehicle fire can result in increased risk of occupant injury and/or injury to persons outside the vehicle, as well as property damage. Customers are advised to not park these vehicles inside of buildings or structures, or near other vehicles until the vehicle has the final repair completed.

### **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 replace the suspect relay. The estimated repair time is 30 minutes. 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.

### **OWNERS AND DEALERS: WHAT SHOULD YOU DO?**

**Customers are advised to not park these vehicles inside of buildings or structures, or near other vehicles until the vehicle has the final repair completed.**

Please review and follow the notice that accompanies this letter.

Sincerely,

Forest River  
Office of Corporate Compliance

This notice applies to your vehicle,

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXXXX

13A/NHTSA 23V-060

LOGO

VEHICLE PICTURE

**YOUR SCHEDULING OPTIONS**

**1. RECOMMENDED OPTION**

Call your authorized Chrysler / Dodge / Jeep® / RAM BusinessLink / Dealership

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.

QR Code

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 13A.

# IMPORTANT SAFETY RECALL

## Intake Air Grid Heater Relay

Dear [Name],

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

**Owners of vehicles previously notified of the Y08 recall (NHTSA 21V-163) or Y76 recall (NHTSA 21V-798) will need to bring their vehicle in for recall completion, regardless of having the Y08 or Y76 repair performed.**

FCA US LLC has decided that a defect, which relates to motor vehicle safety, exists in certain [2021 through 2023 Model Year (DJ) Ram 2500 Pickup, (D2) Ram 3500 Pickup, (DD) Ram 3500 Cab Chassis, (DP) Ram 4500/5500 Cab Chassis] vehicles equipped with a 6.7L Cummins turbo diesel engine.

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?

Your vehicle <sup>[1]</sup> can experience an engine compartment fire originating from the Generation 1 solid state intake air grid heater relay. An electrical short in the relay can potentially lead to a vehicle fire with the ignition on or off. **A vehicle fire can result in increased risk of occupant injury and/or injury to persons outside the vehicle, as well as property damage.**

**Customers are advised to not park these vehicles inside of buildings or structures, or near other vehicles until the vehicle has the final repair completed.**

### HOW DO I RESOLVE THIS IMPORTANT SAFETY ISSUE?

FCA US will repair your vehicle <sup>[2]</sup> free of charge (parts and labor). To do this, your dealer will replace the suspect relay. The estimated repair time is 30 minutes. 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 CHRYSLER, DODGE, JEEP OR RAM 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](http://www.fcarecallreimbursement.com) to submit your reimbursement request online. <sup>[3]</sup> 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



**Mr. Mrs. Customer**  
**1234 Main Street**  
**Hometown, MI 48371**

[1] If you no longer own this vehicle, please help us update our records. Call the FCA Recall Assistance Center at 1-800-853-1403 to update your information.

[2] If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, DC 20590, or you can call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [safercar.gov](http://safercar.gov).

[3] You can also mail in your original receipts and proof of payment to the following address for reimbursement consideration: FCA Customer Assistance, P.O. Box 21-8004, Auburn Hills, MI 48321-8007, Attention: Recall Reimbursement.

Note to lessors receiving this recall notice: Federal regulation requires that you forward this recall notice to the lessee within 10 days.