

Customer Notification



Corporate Compliance
Po Box 30
MIDDLEBURY, INDIANA 46540-9218

FR ID: 51-1648

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

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

July 2023

This Notice applies to your vehicle VIN listed above.

Dear Forest River Customer:

Forest River is alerting you to an FCA/RAM Recall 23V301 involving certain 2021-2023 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?

The transmission on your vehicle may not allow the park pawl to fully engage the park gear due to debris interference. A partially engaged park pawl may lead to a vehicle roll away increasing the likelihood of a vehicle crash without prior warning and/or injury to those in or around the vehicle.

OWNERS AND DEALERS: WHAT SHOULD YOU DO?

FCA US will repair your vehicle free of charge (parts and labor). To do this, your dealer will update the Powertrain Control Module (PCM) calibration software, and inspect, and if necessary, replace, the transmission or components within the transmission. The estimated repair time is about 30 minutes for the PCM software update. 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

44A/NHTSA 23V- 301

LOGO

VEHICLE PICTURE

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.**

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 44A.

IMPORTANT SAFETY RECALL

Park Engagement

Dear [Name],

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

FCA US LLC has decided that a defect, which relates to motor vehicle safety, exists in certain [2019 - 2021 Model Year (VF) Ram ProMaster] vehicles equipped with the 62TE transmission.

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 transmission on your vehicle ^[1] may not allow the park pawl to fully engage the park gear due to debris interference. **A partially engaged park pawl may lead to a vehicle roll away increasing the likelihood of a vehicle crash without prior warning and/or injury to those in or around the vehicle.**

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 update the Powertrain Control Module (PCM) calibration software, and inspect, and if necessary, replace, the transmission or components within the transmission. The estimated repair time is about 30 minutes for the PCM software update. Additional time will be required if the transmission or components within the transmission require replacement. 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