

Customer Notification



Corporate Compliance
Po Box 30
MIDDLEBURY, INDIANA 46540-9218

FR ID: 51-1679

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

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

September 2023

This Notice applies to your vehicle VIN listed above.

Dear Forest River Customer:

Forest River is alerting you to a FCA Ram Customer Satisfaction Notification 71A involving One single 2023 Rockport Work Truck and certain 2024 Dynamax Isata Class C Motorhomes. 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 in your vehicle may experience an internal dislodging of a snap ring which can cause poor shift quality and not engage the lower gears. The Malfunction Indicator Lamp (MIL) may also illuminate on the instrument panel cluster

OWNERS AND DEALERS: WHAT SHOULD YOU DO?

Please review and follow the notice that accompanies this letter.

Sincerely,

Forest River
Office of Corporate Compliance

This notice applies to your vehicle,

2022 RAM 5500

71A



RAM

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.



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.

DEALERSHIP INSTRUCTIONS

Please reference CSN 71A.

CUSTOMER SATISFACTION NOTIFICATION

Aisin Transmission

Dear 00DNS-Forest River In,

At FCA US LLC, we recognize that the success of our business depends on the satisfaction of our customers. We are constantly monitoring the quality of our products and looking for opportunities to improve our vehicles even after they are sold. Because your long-term satisfaction is important to us, we are contacting you on important improvements we would like to make to your vehicle ^[1]. This will be done at no charge to you.

We are recommending the following improvements be performed on certain 2022 RAM 5500 trucks equipped with an AISIN transmission.

WHY DOES MY VEHICLE NEED REPAIRS?

The transmission in your vehicle may experience an internal dislodging of a snap ring which can cause poor shift quality and not engage the lower gears. The Malfunction Indicator Lamp (MIL) may also illuminate on the instrument panel cluster.

HOW DO I RESOLVE THIS CUSTOMER SATISFACTION NOTIFICATION?

FCA US will repair your vehicle free of charge (parts and labor). To do this, your dealer will replace the snap ring in the transmission. The estimated repair time is about 5 hours. 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 to submit your reimbursement request online. ^[2] 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 repair performed.

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

Customer Assistance/Field Operations
FCA US LLC



*****AUTO**MIXED AADC 480 6/1/2
NG328995 71A 0002092



00DNS-Forest River In
900 COUNTY ROAD 1 N
ELKHART, IN 46514-8992



[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] 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.

