

Customer Notification



Corporate Compliance
Po Box 30
MIDDLEBURY, INDIANA 46540-9218

FR ID: 51-1719
FCA RECALL: 23V799

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

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

January 2024

This Notice applies to your vehicle VIN listed above.

Dear Forest River Customer:

Forest River is alerting you to a FCA Recall 23V799 involving certain 2023 Rockport Work Trucks and 2024 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?

The Steering Column Control Module (SCCM) on your vehicle III may have a turn signal self-canceling anti-jam component out of specification, an internal short circuit on the SCCM printed circuit board (PCB), and/or a turn signal lever debouncing time limit which is too short. The SCCM in the suspect vehicles may cause the high beams to activate when using the turn signal, the turn signal to activate when using the high beams, and/or an inadvertent turn signal activation. A turn signal which remains active after a completed turn may cause surrounding drivers to misunderstand the intent to change vehicle direction. High beam activation when the turn signal switch is activated may result in reduced visibility of oncoming drivers. An inadvertent turn signal activation may cause surrounding drivers to misunderstand the intent to change vehicle direction. Any of these conditions may cause a vehicle crash without prior warning.

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,

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXXXX

B2A/NHTSA 23V-799

LOGO

VEHICLE PICTURE

YOUR SCHEDULING OPTIONS

- 1. RECOMMENDED OPTION**
Call your authorized Chrysler / Dodge / Jeep® / RAM 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 B2A.

IMPORTANT SAFETY RECALL

Malfunctioning SCCM

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 certain [2023-2024 model year (D2) RAM 3500 Pickup, 2023-2024 model year (DD) RAM 3500 Cab/Chassis, 2023 model year (DF) RAM 3500 10K LB. Cab/Chassis, 2023-2024 model year (DJ) RAM 2500 Pickup, 2023-2024 model year (DP) RAM 4500/5500 Cab Chassis and 2023 model year (DS) RAM 1500 Pickup] vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 571.108 – Lamps, reflective devices, and assoc. equipment.

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 Steering Column Control Module (SCCM) on your vehicle ^[1] may have a turn signal self-canceling anti-jam component out of specification, an internal short circuit on the SCCM printed circuit board (PCB), and/or a turn signal lever debouncing time limit which is too short. The SCCM in the suspect vehicles may cause the high beams to activate when using the turn signal, the turn signal to activate when using the high beams, and/or an inadvertent turn signal activation. A turn signal which remains active after a completed turn may cause surrounding drivers to misunderstand the intent to change vehicle direction. High beam activation when the turn signal switch is activated may result in reduced visibility of oncoming drivers. An inadvertent turn signal activation may cause surrounding drivers to misunderstand the intent to change vehicle direction. **Any of these conditions may cause a vehicle crash without prior warning.**

The conditions described above do not comply with Federal Motor Vehicle Safety Standard (FMVSS) No. 571.108. FMVSS 571.108 S9.1.1 requires that "The turn signal operating unit must be self-canceling by steering wheel rotation and capable of cancellation by a manually operated control." The SCCM in the suspect vehicles may not allow the self-canceling feature to function correctly. FMVSS 571.108 S6.1.5 requires that "...only those light sources intended for meeting lower beam photometrics are energized when the beam selector switch is in the lower beam position, and that only those light sources intended for meeting upper beam photometrics are energized when the beam selector switch is in the upper beam position." FMVSS 571.108 S4 defines a Turn signal operating unit as "...an operating unit that is part of a turn signal system by which the operator of a vehicle causes the signal units to function." The SCCM in the suspect vehicles may lead to an inadvertent turn signal activation.

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 update the SCCM software, inspect and, if necessary, replace the steering column control module. The estimated repair time is 45 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 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