

Customer Notification



Corporate Compliance
Po Box 30
MIDDLEBURY, INDIANA 46540-9218

FR ID: 225-1753

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

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

March 2024

This Notice applies to your vehicle VIN listed above.

Pursuant to USC49CFR §577.13 – Notification to Dealerships and Distributors – Paragraph B

"It is a violation of Federal Law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by the notification under a sale or lease until the defect or noncompliance is remedied. Substantial civil penalties apply to violations of this law."

–Forest River motorized and towable products are contained in this section–

Forest River is alerting you to an FCA Notice ZA8 involving certain 2023 Nova NAB20C & NAB20RBY Class B 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 Instrument Panel Cluster (IPC) on the affected vehicles may have been built with software and remote starting capability that could prevent the odometer, speedometer, and malfunction indicator lamp (MIL) from displaying after a remote start event.

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 3500 ProMaster

VIN

ZA8



RAM

YOUR SCHEDULING OPTIONS

1. RECOMMENDED OPTION

Call your authorized Chrysler / Dodge / Jeep® / BusinessLink 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.



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 Emissions Recall

ZA8

IMPORTANT EMISSIONS RECALL

Blank Display

Dear COACHMEN INDUSTRIES,

We are recommending the following improvements be performed on certain 2022 RAM 3500 ProMaster vehicles with Remote Start (sales code XBM).

WHY DOES MY VEHICLE NEED REPAIRS?

The Instrument Panel Cluster (IPC) on your vehicle [1] may have been built with software and remote starting capability that could prevent the odometer, speedometer and the malfunction indicator lamp (MIL) from displaying after a remote start event. Although sporadic, when the issue occurs, the IPC will display black/blank.

HOW DO I RESOLVE THIS IMPORTANT EMISSIONS ISSUE?

FCA will repair your vehicle free of charge (parts and labor). To do this, your dealer will reprogram the IPC. The estimated repair time is 30 to 90 minutes. In addition, your dealer will require your vehicle for proper check-in, preparation, and check-out during your visit, which 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**

CALIFORNIA RESIDENTS

The State of California requires the completion of this emission recall repair prior to vehicle registration renewal. Your dealer will provide you with a Vehicle Emission Recall Proof of Correction Form after the Emission Recall service is performed. Be sure to save this form since the California Department of Motor Vehicles may require that you supply it as proof that the Emission Recall has been performed.

In order to ensure your full protection under the emissions warranty provisions, it is recommended that you have your vehicle serviced as soon as possible. Failure to do so could be determined as lack of proper maintenance of your (vehicle or engine).

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 recall 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

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