

# Customer Notification



Corporate Compliance  
Po Box 30  
MIDDLEBURY, INDIANA 46540-9218

FR ID: 51-1827  
FCA RECALL: 66B/24V436

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

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

September 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–*

## **CANADA: Pursuant to the Canadian Motor Vehicle Safety Act, section 5**

*Companies who sell new non-complying vehicles may be in violation of the Motor Vehicle Safety Act. Substantial penalties apply to violations of this law. This notice is being sent to you in accordance with the requirements of the Motor Vehicle Safety Act. This is to inform you that your vehicle may contain a defect that could affect the safety of a person.*

Dear Forest River Customer:

Forest River is alerting you to an FCA Recall 66B/24V436 involving certain 2023-2025 Coachmen NOVA Class C Motorhomes and 2023 Rockport Work Trucks. 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 radio software on your vehicle may prevent the rearview camera signal from passing through to the media screen. The vehicle operator will notice that the rearview image is not displayed if attempting to reference the image while backing. A rearview camera image that does not display decreases the driver's visibility, increasing the risk of a crash.

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

Please review and follow the notice that accompanies this letter.

Sincerely,

Forest River Inc.  
Office of Corporate Compliance

This notice applies to your vehicle,

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXXXX

66B/NHTSA 24V-436

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 66B.

# IMPORTANT SAFETY RECALL

## Rearview Camera Visibility

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 model year (VF) Ram ProMaster] vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 111 - Rear visibility.

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 radio software on your vehicle <sup>[1]</sup> may prevent the rearview camera signal from passing through to the media screen. The vehicle operator will notice that the rearview image is not displayed if attempting to reference the image while backing. **A rearview camera image that does not display decreases the driver's visibility, increasing the risk of a crash.**

The condition above fails to conform to the requirements of Federal Motor Vehicle Safety Standard (FMVSS) No. 571.111 S6.2.6 requires that "The rear visibility system default to the rearview image being visible and meet the requirements of FMVSS No. 571.111 S6.2.1 (field of view) and S6.2.2 (image size) at the beginning of each backing event, regardless of any modifications to the field of view that the driver had previously selected..." and apply to other markets via direct reference to FMVSS or are implied via free trade agreements. Vehicles with suspect radio software may not display the rearview image during a backing event under certain conditions.

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

FCA US LLC will repair your vehicle <sup>[2]</sup> free of charge (parts and labor). To do this you have two options. First, your vehicle's radio software can be reprogrammed remotely using firmware Over The Air (OTA) technology in the near future. By selecting the remote firmware OTA technology option to update your radio software, a visit to your dealership will not be necessary. When prompted, simply select "Update Now" on your radio display to update the software at your convenience.

**For more information:** Visit <https://www.youtube.com/watch?v=ZNad3kwXeBA> for details about the update process for your radio.

Second, you can take your vehicle to your dealer and your dealer will inspect and if necessary, update the radio software version. If you would like to have your dealer perform the repair, the estimated repair time is about 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. Ask your dealer for alternate transportation options while your vehicle is in service. 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](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.

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