

# Customer Notification

Corporate Compliance  
Po Box 30  
MIDDLEBURY, INDIANA 46540-9218



## INTERIM OWNER NOTIFICATION

A SECONDARY NOTICE WILL FOLLOW  
WHEN THE REMEDY IS AVAILABLE

FR ID: 51-1891  
FCA RECALL: C4B  
NHTSA RECALL: 24V896

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

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

March 2025

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This Notice applies to your vehicle VIN listed above.

Dear Forest River Customer:

Forest River is alerting you to an FCA Recall C4B involving certain 2018-2020 Dynamax Isata Class C Motorhome Recreational Vehicles, and 2018-2020 and 2022 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 brake hydraulic control unit could fail. Over time, this could cause the antilock braking system (ABS), electronic stability control (ESC) system and/or traction control not to work. An antilock braking system, electronic stability control system and/or traction control system that doesn't work could increase the risk of a crash.

### **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,

C4B/NHTSA 24V-896



**RAM**

### YOUR SCHEDULING OPTIONS

1. Visit [recalls.mopar.com](https://recalls.mopar.com) to sign up for email or SMS notifications for when remedy parts become available. You will be asked to provide your Vehicle Identification Number (VIN), provided above.
2. Scan below using your smartphone or tablet to sign up to be notified when remedy parts become available.
3. Wait for FCA US to contact you again, by mail, with a follow-up recall notice when remedy parts are available.
4. Call the FCA Recall Assistance Center at 1-800-853-1403. An agent can sign you up to be notified when remedy parts become available, or answer any other questions you may have.



### DEALERSHIP INSTRUCTIONS

Please reference Safety Recall C4B.

0004354/#110269/C4B-1ST

# IMPORTANT SAFETY RECALL

## Hydraulic Control Unit (HCU) ABS

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 2018 RAM 5500 vehicles.

### WHY DOES MY VEHICLE NEED REPAIRS?

The brake hydraulic control unit (HCU) on your vehicle <sup>[1]</sup> may be susceptible to failure or malfunction which may result in a reduction or change of Anti-Lock Brake System (ABS) /Electronic Stability Control (ESC) /Traction Control performance. A failing HCU will initially result in the intermittent loss of ABS/ESC/Traction control progressing to permanent loss. **The loss of ABS/ESC/Traction control may cause a vehicle crash without prior warning.**

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

**The remedy for this condition is not currently available.** We are making every effort to finalize the remedy, and will service your vehicle free of charge (parts and labor) when the remedy is available.

FCA US LLC will contact you again, by mail, with a follow-up recall notice when the remedy is available. Once you receive your follow-up notice, simply contact your Chrysler, Jeep®, Dodge or RAM dealer right away to schedule a service appointment <sup>[2]</sup>. Additional options for your next steps are included on the left side of this notification. We appreciate your patience.

### 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](https://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