

Customer Notification

Corporate Compliance
Po Box 30
MIDDLEBURY, INDIANA 46540-9218



FOREST RIVER ID: 51-1996
FCA RECALL: 25V552/59C/60C
SERVICE CAMPAIGN: B000083

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

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

November 2025

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–

Dear Forest River Customer:

Forest River Bus is alerting you to a FCA RECALL 25V552/59C/60C involving certain 2019-2022 Lone Star Vans, and 2021 Mobility Trans Transit Buses. 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 rearview camera on your vehicle [1] may have thermal fatigue cracks in the microprocessor solder which can cause the rearview camera to display a blank/black/blue or inverted screen in place of the rearview image. A rearview image that is blank/black/blue or inverted reduces the driver's view of what is behind the vehicle, increasing the risk of a crash.

The condition above fails to comply with the requirements of 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..." Suspect vehicles may not display the rearview image during a backing event under certain conditions.

OWNERS AND DEALERS: WHAT SHOULD YOU DO?

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.

Forest River 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. Please review and follow the notice that accompanies this letter.

Sincerely,

Forest River Bus, LLC.
Office of Corporate Compliance

This notice applies to your vehicle,

[Model Year and Model]

VIN XXXXXXXXXX

59C/NHTSA 25V-552

LOGO

VEHICLE PICTURE

YOUR SCHEDULING OPTIONS

1. Visit 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.
- QR Code
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 59C.

IMPORTANT SAFETY RECALL

Rearview Camera

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 [2019-2020 model year (JC) Dodge Journey and 2019-2021 model year (VF) Ram ProMaster] vehicles fail to comply with Federal Motor Vehicle Safety Standard (FMVSS) No. 111 - Rear visibility.

WHY DOES MY VEHICLE NEED REPAIRS?

The rearview camera on your vehicle ^[1] may have thermal fatigue cracks in the microprocessor solder which can cause the rearview camera to display a blank/black/blue or inverted screen in place of the rearview image. **A rearview image that is blank/black/blue or inverted reduces the driver's view of what is behind the vehicle, increasing the risk of a crash.**

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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 ^[2]. 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 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



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 1-888-275-9171), or go to 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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Forest River Bus, LLC.
Office of Corporate Compliance