

# Customer Notification

Corporate Compliance  
Po Box 30  
MIDDLEBURY, INDIANA 46540-9218



**FOREST RIVER ID: 51-2029**  
**FCA RECALL: B3C/25V720**  
**SERVICE CAMPAIGN: 001271**

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

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

April 2026

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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 is alerting you to a FCA RECALL: B3C/25V720 involving certain 2021-2026, Nova & 2025-2026 Pixel 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 cooling fan may wear prematurely and have inadequate fuse protection, which can lead to a vehicle fire.

### **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

**B3C/NHTSA 25V-720**

**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 B3C.

# IMPORTANT SAFETY RECALL

## Engine Compartment Fire - High Duty Cycle

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 a defect, which relates to motor vehicle safety, exists in certain [2018 – 2025 Model Year (VF) Ram ProMaster] vehicles.

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 cooling fan on your vehicle <sup>[1]</sup> may wear prematurely and have inadequate fuse protection, which can lead to a vehicle fire. **A vehicle fire can result in increased risk of occupant injury and/or injury to persons outside the vehicle, as well as property damage.**

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

FCA US will repair your vehicle <sup>[2]</sup> free of charge (parts and labor). To do this, your dealer will replace the cooling fan module and a fuse, and provide an owner's manual addendum and label for the Power Distribution Center (PDC). The estimated repair time is 2 hours. 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