

# IMPORTANT SAFETY RECALL



DEPARTMENT OF COMPLIANCE  
VEHICLE SAFETY AND RECALL MANAGEMENT  
BUILDING 11  
423 N MAIN ST  
MIDDLEBURY, INDIANA 46540-9218

**NHTSA RECALL: 19V294**

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

<<VIN>>

<<OWNER NAME/DEALERNAME>>

<<ADDRESS>>

<<CITY>>, <<ST>> <<ZIP-XXX>>

<<DATE>>

This Notice applies to your vehicle VIN listed above.

Dear Forest River Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act (US) and the Motor Vehicle Safety Act (Canada). Forest River – Office of Corporate Compliance (“OCC”) has decided that a defect, which relates to the motor vehicle safety, exists in certain 2018 through 2019 model year Dynamax Isata ISC30FWD, ISC30FWD4X4, ISC30FWD4X4, ISC35DBD, ISC36DSD, ISC36DSD and ISC36DSD4X4 Class C motorhome recreational vehicles.

## **WHAT IS THE DEFECT/NONCOMPLIANCE?**

Per FCA recall notice 18V277: “Some primary and secondary brake tube hoses were produced with no anticorrosion plating on the ferrules. Anti-corrosion plating is required to meet FCA US LLC (“FCA US”) long-term durability corrosion requirements. The absence of anti-corrosion plating on the brake tube hose ferrules may allow premature corrosion and subsequently can lead to a partial or complete loss of brake function.

## **EVALUATION OF THE RISK TO THE VEHICLE AND OPERATOR(S) RELATED TO THE RECALL.**

Per FCA recall notice 18V277: The ferrules on both brake hoses, in certain circumstances, may prematurely corrode and develop a brake fluid leak simultaneously and potentially result in a partial or complete loss of brake function. Loss of brake function can cause vehicle crash without prior warning.

## **WHAT IS FCA GOING TO DO?**

Any FCA authorized service facility will be able to conduct the remedy for you, free of charge.

## **WHAT SHOULD YOU DO?**

Please contact your nearest FCA authorized service facility, without delay and request a service appointment to schedule the free interim-remedy. The vehicle Owner is responsible for making arrangements to have the work completed. Please state you have been notified by FCA and Forest River of having a recall of your vehicle and provide the recall number for the dealership. It is also helpful to the dealership to have a copy of these letters when you take your vehicle in for the recall remedy.

## **HOW LONG WILL THE REMEDY PROCESS TAKE?**

The estimated time of repair is 2.00 hours. However, the dealership may need to keep your vehicle or schedule an appointment with you for a later date to fit into their regular service schedule.

## **WHAT IF YOU HAVE PREVIOUSLY PAID FOR REPAIRS TO YOUR VEHICLE FOR THIS PARTICULAR CONDITION?**

Please see the FCA document regarding the procedure for reimbursement.

## **WHAT IF YOU NO LONGER OWN THIS VEHICLE?**

If you no longer own this vehicle and have the address for the current owner, please forward this letter to the new owner. You have received this letter because government regulations require that a notification is sent to the last known owner of record. Our records indicate that you are the current owner.

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**PLEASE NOTE: FEDERAL LAW REQUIRES THAT ANY VEHICLE LESSOR RECEIVING THIS RECALL NOTICE MUST FORWARD A COPY OF THIS NOTICE TO THE LESSEE WITHIN TEN DAYS.**

## **MAY FCA OR FOREST RIVER ASSIST YOU FURTHER?**

If you have difficulties getting your vehicle repaired, please contact your Forest River Representative listed below:

CONTACT	PHONE
FCA Recall Assistance	(800) 853-1403
Forest River Customer Service	(574) 262-3474

If you are still having difficulty getting your vehicle/towable repaired in a reasonable amount of time or without change, you may write to the following address:

Administrator  
National Highway Traffic Safety Administration  
1200 New Jersey Ave, S.E.  
Washington, D.C. 20590

Or you may call the toll free Vehicle Safety Hotline  
at 1-888-327-4236 or (TTY: 1-800-424-9153).

Or visit [www.safercar.gov](http://www.safercar.gov) and search;  
Recall ID:19V294

Sincerely,  
*Cherie Schmucker*  
Forest River, Inc.  
Office Manager  
Office of Corporate Compliance