

IMPORTANT SAFETY RECALL



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

NHTSA RECALL: 19V295

- 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 model year Dynamax Isata - ISC35DBD, ISC36DSD and ISC36DSD4X4 Class C motorhome recreational vehicles.

WHAT IS THE DEFECT/NONCOMPLIANCE?

Per FCA recall notice 17V821: Depression of the brake pedal when the vehicle is in PARK and running energizes the Brake Transmission Shift Interlock (“BTSI”). When the BTSI is energized for prolonged periods, the temperature rises, causing the BTSI housing plastic to swell and the grease to degrade, which causes the BTSI locking pin to stick in the open position. With the BTSI locking pin in the open position, the transmission can be shifted out of PARK and to or from any gear position without depression of the brake pedal and/or without the key in the ignition, if key applicable.

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

Per FCA recall notice 17V821: The defect can result in the ability to shift the transmission out of the PARK position without a key in the ignition or a brake pedal application, which increases the potential for an unintended vehicle rollaway that may result in a vehicle crash or injury 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.

IMPORTANT SAFETY RECALL

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 and search;
Recall ID: 19V295

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