

# IMPORTANT SAFETY RECALL



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

NHTSA RECALL: 20V591

CANADA RECALL: N/A

FR ID: 51-1234

FCA: 20V511

<<VIN>>

<<OWNER NAME/DEALERNAME>>

<<ADDRESS>>

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

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

<<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 *Motor Vehicle Safety Act*. This notice is also sent to you in accordance with the requirements of the *National Traffic and Motor Vehicle Safety Act*. Forest River – Office of Corporate Compliance (“OCC”) has decided that a defect, which relates to the motor vehicle safety, exists in certain 2020 – 2021 Dynamax Isata motorhome recreational vehicles. This is to inform you that your vehicle may contain a defect that could affect the safety of a person.

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

The Powertrain control module may have engine calibration software that does not provide adequate engine warm up protection.

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

Inadequate warm up protection can cause a lack of film on the main rod bearing, resulting in engine damage such as connecting rod failure, which may puncture the engine, increasing the risk of a fire.

## **WHAT IS FCA AND FOREST RIVER GOING TO DO?**

Forest River is notifying dealerships of the recall. FCA US will inspect and reprogram the Powertrain Control Module. This service will be performed at no charge.

## **WHAT SHOULD YOU DO?**

Call your authorized Chrysler/Dodge/Jeep/Ram Dealership to schedule an appointment. Alternatively, you may call the FCA Recall Assistance Center at (800) 853-1403. An agent can confirm part availability and help schedule an appointment.

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

The estimated time of repair is .5 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?**

If you have already paid for a repair that is within the scope of this defect under recall, you still need to have this recall inspected and/or performed to ensure the correct parts and procedures were utilized.

Additionally, you may be eligible for a refund of previously paid repairs. Refunds will only be provided for within the scope of this defect under recall.

Please send the service invoice to the following email address:

[www.fcarecallreimbursement.com](http://www.fcarecallreimbursement.com)

## **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 within 10 working days after the day in which the notice is received. 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.

**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.**

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## MAY FOREST RIVER ASSIST YOU FURTHER?

If you have difficulties getting your vehicle repaired, please contact your FCA at the phone number listed below:

| CONTACT              | PHONE          |
|----------------------|----------------|
| FCA CUSTOMER SERVICE | (800) 853-1403 |

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

### **For US Owners Please Contact:**

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: 20V591

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