

*The* **HOLLAND LAW FIRM**  
for Consumer Rights

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The Holland Law Firm, P.C.  
914 Bay Ridge Road, Ste. 230  
Annapolis, MD 21403

October 21, 2022

**BY CERTIFIED MAIL  
RETURN RECEIPT REQUESTED TO:**

Ford Motor Company  
Customer Relationship Center  
P.O. Box 6248  
Dearborn, MI 48121

And

Leo's Vacation Center  
729 MD RT 3 NBL  
Gambrills, MD 21054

RE: 2022 Ford E-350 Super Duty (Thor Chateau 24 F Motor Coach)  
VIN: 1FDWE3FNN1[REDACTED] - Notice of Claim and Demand for Buyback

Dear Sir or Madam,

I represent [REDACTED]. On October 6, 2021 they purchased the above referenced Ford truck motor home for over \$98,000.00. What was intended to be their dream motor home for use to travel the country and visit children and grandchildren has instead been a nightmare which has nearly caused fatal collisions on two occasions. Those near fatalities occurred when the car was less than one year old and had been driven less than 9,000 miles. They were caused by known defects which are subject to open manufacturer safety recalls. The most recent breakdown occurred in September of 2022 in Indiana, hundreds of miles from home. The Ford truck remains in Valparaiso Indiana at Currie Motor Ford.

Copies of the Buyers Order, repair history and Ford safety recall notice are attached.

The dangerous safety and mechanical defects in the Ford truck render it unfit for use and substantially impair its market value. Demand is hereby made that you accept return of the Ford truck and refund the full purchase price, including all taxes, fees and

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other costs incident of sale, and compensate the [REDACTED] for all damages which they have incurred as a result of the Ford's defects.

The [REDACTED] purchased the Ford truck new from Leo's Vacation Center in Gambrills, Maryland on October 6, 2021. In anticipation of a planned cross-country trip in August, 2022 and in receipt of a Ford Recall Notice 22S08, the [REDACTED] brought the Ford truck to Chesapeake Ford Truck, an Authorized Ford Warranty Repair Location on June 29, 2022. The Ford truck passed inspection at Chesapeake Ford and was returned to the [REDACTED] the same day. The language of the Ford Recall Notice and representations of Chesapeake Ford's representations to [REDACTED] led him to believe that the Ford was safe to drive.

On August 8, 2022, the couple set out on their trip. On August 12, the power brakes and power steering on the Ford truck simultaneously failed while traveling 75 miles per hour on Interstate 80 near the Wyoming-Nebraska state line. [REDACTED] struggled to control the steering while he stood on the brake pedal, with little effect. Terrified, the couple wrestled the vehicle off the Interstate, miraculously coasting to a stop. Serious collision and potentially fatal injury were avoided only through extraordinarily lucky circumstance.

The Ford truck's failure was exactly as described in your February 17, 2022 Safety Recall Notice (a copy is enclosed), which states:

Sudden loss of power steering fluid may result in a loss of power steering assist, requiring increased steering effort, and loss of power brake assist, requiring increased force on the pedal to brake, potentially resulting in increased stopping distance. A sudden loss of power steering assist and power brake assist increases the risk of a crash.

The Ford was towed to the nearest Ford Authorized repair location with availability in Loveland, Colorado per Ford Roadside Assistance's instructions. There it remained for almost one month until September 10<sup>th</sup>, undergoing repairs. The [REDACTED] continued their trip but were forced to delay travel and incur unanticipated expenses, including but not limited to obtaining a rental vehicle and overnight accommodations.

Disasters continued on the return trip to Maryland. On September 13<sup>th</sup> dash indicator lights came on. In fear of further mechanical failures, the [REDACTED] took the Ford truck to another Ford Authorized repair location per Ford Roadside Assistance's instructions, Al Cione Ford in Granville, Illinois, and were sent on their way that same day.

Mere hours after leaving Al Cione Ford, the gas pedal became unresponsive, again while traveling at highway speeds on I80, but this time in rush-hour traffic near

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Chicago. The [REDACTED] narrowly avoided a collision with a tractor trailer. When the Ford truck was stopped, the engine would not start without significant intervention.

After narrowly avoiding serious high speed collisions on Interstate highways due to mechanical failures, the [REDACTED] faith in the safety of their vehicle, is non-existent. They have experienced significant distress and sleeplessness stemming from these incidents and cannot continue to use the vehicle. Nor are they able, in good faith, to sell it on in light of the severity of the Ford's defects and their persistence in spite of multiple attempts at repair.

Please contact me at your earliest convenience to confirm receipt of this letter and to coordinate the repurchase and compensation of the damages suffered by the [REDACTED]

Sincerely,

*/s/ Jessica L. Russell*  
JESSICA L. RUSSELL

Enclosures

CC: [REDACTED]

National Highway Transit Safety Administration  
1200 New Jersey Avenue, SE  
Washington, D.C. 20590

Maryland Attorney General  
Consumer Protection Division  
200 St. Paul Place, 16th Floor  
Baltimore, Maryland 21202



#### How RV Owners Helped

Start on the roof. Please check your owner's manual. Manufacturers require inspection and maintenance (leaking around vents, etc. every 6 months), level ground windows and doors. Please check the every 6 months. This is the owner's responsibility.

Scan at the front and rear suspension torque. This might be the owner's responsibility every 6 months. If you notice the axle popping up then it needs further attention and you should schedule an appointment so that the axle can be properly re-secured and resealed.

Rubber roof: Yes they do carry a 12 year warranty. This means the material only. It does not include any tree branches that scrape across the top of the RV. It does not mean if you have a leak in a ceiling feature from the roof it is covered. You have to keep records and maintain the roof. Once yearly you have to clean and treat the roof with rubber roof treatment. Every 6 months you need to inspect and reseal the vents and fixtures on the roof.

The roof top air conditioner needs to be lubricated and resealed about every 6 months. You need to clean the filter for proper cooling. Check the sealant around the exterior lights and exterior fixtures (addition) it is the owner's responsibility to maintain.

Batteries need to be checked and maintained for proper warranty coverage. They should be checked once monthly to see that the cells are filled if not please add distilled water to the proper fill line.

Any adjustments in the engine compartment to be done with in the first 50 days. After that, it is considered owner maintenance with most companies. Check your owner's manual.

Broken pipes, including mirrors are not covered under any warranty, whether it's original manufacturers or extended warranty.

Charging of the furnace, refrigerator or water heater is owner responsibility. This can cause the pilot not to light on any of these appliances.

Any tears or stains in the furniture, carpet or linoleum flooring that is not raised at the time of pick up is not covered by warranty. Stains in the dials, control tops, furniture or cabinet doors are not covered.

Most fridges carry a TWO year, parts and labor warranty. However, there is a contact telephone number that you can call to have a maintenance form sent to you. ONCE a year have the fridge cleaned and checked for issues. Doing this will extend your warranty ONE extra year.

Air conditioners need to be plugged into a 30 or 50 amp service only. If you plug it into the house you'll more than likely blow a short circuit. This is not covered under warranty (about \$1275.00 repair) so in plugging the RV into the house while trying to use the AC. Power surges at campgrounds and improper wiring caused internal failure to the computers. If this happens, unfortunately it is your responsibility. You can purchase a surge protector here at the store to help prevent some of these unexpected repairs.

Do not run your generator and have your RV plugged into shore power at the same time.

Do not plug your RV into a household electric dryer outlet.

If you find yourself with no electric at the fridge and wait the outlet in the RV, check the ground fault outlet in the bathroom. Reset it.

If you are plugged into your house and you own a water and it trips the ground fault in your house, this is normal.

Once a year trailer owners should adjust brakes and have wheel bearings re-packed if applicable)

Generators need to be run once a month for an hour at a time. When starting the unit for any length of time it is a good idea to use a hot stabilizer in the fuel. Please refer to the owner's manual on your generator for further instructions. Carburetors are not covered under warranty or extended warranty plans. Oil needs to be changed at the first 50 hours. There after every 100 hours. Please refer to your owner's manual for the exact information.

Your converter is located near floor level in your RV, please locate this. There is a fan in it that will cycle on/off, this is normal. There are fuses in the fuse block from time to time might blow. Please look over them and carry a few spares. There are also 2 breakers in the converter. Please reference the position of the breakers as they do trip from time to time.

Trucks need to be inflated to the proper PSI. This means what ever the manual of these tires states the tire needs to be filled to that PSI.

Leaf's and any RV manufacturer do not cover tires. The tire manufacturer is responsible for their product and their warranty. We will be happy to assist in identifying the proper contact company for any disputes that you may have.

Motor home customers: If your motor home is equipped with hydraulic leveling, it is your responsibility to maintain the fluid in the reservoir. You can use ATF (automotive transmission fluid) (DExTMO /N/ATF/COM) to fill to the proper level. Low fluid causes shims to sound. The first few times using the hydraulics will cause the level to decrease so keep a good eye on it. After that check prior to any camping trip and you should be fine. If you notice an excessive need to add fluid then have a service tech look over the system for any leaks in the lines or fittings. Certain manufacturers have tank fittings that require grease, others require that you lubricate with a silicone spray.

Engines need to be running when extending or retracting your jacks as there is a large load from the jack motor and this will cause the breaker to trip and possible fail for future use.

Slide out seats need to be checked and lubricated once yearly. It is a good idea if you have had your RV set up all season long with the rooms out to have the height adjustment checked yearly.

Clean the debris off of the slide out before bringing the room in. Even with slides and covers installed, twigs and sticks can damage the material of the cover. Also, clean the bottom of the slide out room from time to time as dirt and debris can cause "tear" marks to appear.

It is important to use plenty of fresh cleaner and detergent in the black tank. Lack of appropriate use can cause facility readings on your monitor panel. If your RV is brought in due to facility reading and this is the cause, then it will not be covered under warranty.

Please remember it is very important to read all owners manuals for owner's responsibility. All of these items are manufacturer items and we can perform them for you at a reasonable and fair price.



Date 9/28/2021

Guest Name: [REDACTED]  
 Sale #: [REDACTED]  
 Motorhome: 2022 Chateau 24F  
 Stock #: [REDACTED]  
 Bus. Manager: Darren Schwalm  
 Sales Person: Darren Schwalm

XtraRide Extended Service Contract	M&W Seal	Duratain	Coach-Net Premier	Guaranteed Asset Protection
Pays Parts/Labor Costs for mechanical breakdowns. -Towing -Condoys -Tech Support -Roadside Assistance	Provides for repair or replacement of wheels and tires that are damaged due to a road hazard.	Appearance protection: 5yr warranty exterior, interior, awning. 10yr warranty on undercarriage. Eliminates need for waxing, protects from stains, stops corrosion.	ROADSIDE ASSISTANCE	Pays the difference between insurance settlement and the balance on the loan if vehicle is a total loss. Pays deductible.

Option 1	Option 2	Option 3	Option 4
XtraRide with Tire & Wheel Platinum Motor Home T&W 84 months/Unlimited miles \$500 Per Visit Deductible \$4,660.00 Duratain 25 Foot \$1,800.00 Coach-Net Premier 12 months \$249.00	XtraRide Extended Service Contract Platinum Motor Home 84 months/Unlimited miles \$500 Per Visit Deductible \$3,860.00	Duratain 25 Foot \$1,800.00 Coach-Net Premier 12 months \$249.00	<del>           Guaranteed Asset Protection 2011 SAFEGUARD - GAP 84 months/Unlimited miles \$995.00         </del>
<input type="checkbox"/> Balance: \$6,817.00	<input type="checkbox"/> Balance: \$3,860.00	<input type="checkbox"/> Balance: \$2,157.00	<input type="checkbox"/> Balance: \$995.00
X _____	X _____	X _____	X _____

The payment calculation and optional value added products listed above are estimates. Please refer to the specific retail installment contract, lease agreement, and/or product contract for exact limitations, exclusions, and limitations. Purchasing any value added products is not required in order to obtain financing, purchase, lease, or purchase any other optional value added products.

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RV Sales • Service • Accessories Store

Gambrills, MD 1.800.559.4793 www.LeosRv.com

LIMITED POWER OF ATTORNEY

GRANTORS:

BUYER:
CO-BUYER
ADDRESS

CITY, STATE, ZIP: EDGEWATER, MD

GRANTEE:

Leo's Vacation Center, ISAOA
729 MD Rt 3 North
Gambrills, MD 21054

VEHICLE/TRAILER INFORMATION

Year/Make/Model: 2022 CRATEAU 249
Vehicle ID Number: 1FDWE3FNX1

I/We, being the owner(s) of the vehicle/trailer described above, by these presents do make, constitute, and appoint the person or entity named above true and lawful attorney-in-fact to sign in my/our name, place, and stead any Certificate of Title, or other supporting papers, covering said vehicle/trailer, in whatever manner necessary to register and/or transfer ownership of said vehicle/trailer, and I/We do hereby grant unto said attorney-in-fact full authority and power to do and perform any and all other acts necessary or incidents to the execution of the powers herein expressly granted, as the grantor might or could do if personally present, with full power of substitution.

I/We further certify and affirm that all information presented in this form is true and correct, that any documents I/We have presented are genuine, and that the information included in all supporting documentation is true and accurate. I/We make this certification and affirmation under penalty of perjury and I/We understand that knowingly making a false statement or representation on this form is a criminal violation.

10/6/2021
Date

10/6/2021
Date

Leo's Vacation Center

10/5/2021
Date

Printed name of signer for Grantee, title

729 MD Rt. 3 North, Gambrills, MD 21054
(410) 987-4793 (PH) (410) 923-1505 (FAX)



Date: 10/6/2021

Guest Name: [REDACTED]  
 Sale #: [REDACTED]  
 Motorhome: 2022 Chateau 24F  
 Stock #: [REDACTED]  
 Bus. Manager: Darren Schwalm  
 Sales Person: Darren Schwalm

Purchased	Not Purchased
	XtraRide Extended Service Contract \$3,850.00 Platinum Motor Home 84 months/Unlimited miles \$500 Per Visit Deductible <input checked="" type="checkbox"/> Declined <input type="checkbox"/> Ineligible <input type="checkbox"/> Financial
	XtraRide with Tire & Wheel \$4,650.00 Platinum Motor Home T&W 84 months/Unlimited miles \$500 Per Visit Deductible <input checked="" type="checkbox"/> Declined <input type="checkbox"/> Ineligible <input type="checkbox"/> Financial
	Guaranteed Asset Protection \$995.00 2011 SAFEGUARD - GAP 84 months/Unlimited miles <input type="checkbox"/> Declined <input checked="" type="checkbox"/> Ineligible <input type="checkbox"/> Financial
	Coach-Net Premier \$249.00 12 months <input checked="" type="checkbox"/> Declined <input type="checkbox"/> Ineligible <input type="checkbox"/> Financial
	Duratrain \$1,800.00 25 Feet <input checked="" type="checkbox"/> Declined <input type="checkbox"/> Ineligible <input type="checkbox"/> Financial

I have been given the opportunity to purchase the products disclosed above. I have chosen to purchase/not purchase

[REDACTED]

X

[REDACTED]

The MVA should contact me at \_\_\_\_\_ or \_\_\_\_\_ for any questions regarding this application.

**APPLICATION FOR CERTIFICATE OF TITLE**

READ INSTRUCTIONS ON REVERSE SIDE

NAME: [REDACTED] ADDRESS: [REDACTED] CITY OR TOWN: EDgewater STATE: MD ZIP: [REDACTED]

IS THE VEHICLE TO BE TITLED AS JOINT TENANTS OR TENANTS BY ENTIRETIES?  JOINT TENANTS  TENANTS BY ENTIRETIES

If the name entered above is a business or trust, enter the FEPA here: \_\_\_\_\_ Check the type of business entity below:  Trust  Professional Association  
 Sole Proprietorship  Corporation  Limited Liability Company  Limited Liability Partnership  Partnership  Joint Venture  Other (please specify) \_\_\_\_\_  
 Please attach a copy of the BUSINESS LICENSE or see reverse of this application for proof acceptable to this Administration.

**VEHICLE DESCRIPTION**

NEW VEHICLE  USED VEHICLE  
 MODEL YEAR: 2022 MAKE OF VEHICLE: FORD MODEL NO.: ECONOLINE BODY STYLE: MH VEHICLE IDENTIFICATION NO.: 1FDWE3FN0X [REDACTED]

TWO STAGE VEHICLE COMPLETE MAKE & WEAR FOR EACH VEHICLE  
 MODEL YEAR: \_\_\_\_\_ MAKE OF VEHICLE: \_\_\_\_\_ TYPE OF FUEL: G R/O FUEL INCHES: \_\_\_\_\_ MOTOR LAMPERS: \_\_\_\_\_ UNIT #: \_\_\_\_\_

TRUCK  TRUCK TRACTOR  BUS SEATS: \_\_\_\_\_  MOTORCYCLE ENGINE NO.: \_\_\_\_\_  TRAILER (SPECIFY LENGTH) G.W.: 3701 TYPE OF TRAILER: \_\_\_\_\_

If this vehicle is subject to any liens or encumbrances, complete the following section(s). Attach form VR-217 for additional Lien Filings. LIEN FILING FEE \$20.00 for each Lien filed. IF NOT SUBJECT TO A LIEN, WRITE THE WORD "NONE" BELOW.

NAME OF SECURED PARTY: NONE STREET ADDRESS OF SECURED PARTY: \_\_\_\_\_ KIND OF LIEN/DESCRIPTION: \_\_\_\_\_ DATE OF LIEN: \_\_\_\_\_  
 CITY OR TOWN: \_\_\_\_\_ STATE: \_\_\_\_\_ ZIP CODE: \_\_\_\_\_ AMOUNT OF LIEN: \_\_\_\_\_

**PURCHASE INFORMATION FOR TAX PURPOSES - SEE INFORMATION ON REVERSE SIDE**

IF VEHICLE RECENTLY PURCHASED	MARYLAND DEALER'S CERTIFICATION	DEALERS ONLY
MD, EXCISE TAX 6% OF \$92,394.00 FULL PURCHASE PRICE	I hereby certify, under penalty of perjury, that the purchase price represents the full amount paid for this vehicle. Date of Delivery: 09/21/2021 DEALER'S NUMBER: N/A NW10001871 LEO'S VACATION CENTER INC. MD NEW	CERTIFIED SELLING PRICE: \$92,394.00 TRADE-IN ALLOWANCE: _____ TAXABLE PRICE: _____ GROSS TAX COLLECTED: _____ DOLL. FEES & % OF GROSS OR \$1 MAX. FEE ALLOW.
ATTACH A NOTARIZED BILL OF SALE SIGNED BY SELLER(S) AND PURCHASER(S)	DATE: 10/6/21	NET TAX REMITTED: \$5,543.64

Complete this section in its entirety if you certify to an Exempt or Great in the State. This may have been reported in Maryland for approval. Have not registered this vehicle in \_\_\_\_\_ and prior \_\_\_\_\_ in \_\_\_\_\_ or this car was titled "LEASE"  Other (see Exempt or Great in the State)

Federal and State law requires that you state the mileage in connection with this vehicle. Failure to complete or providing a false statement may result in fines and/or imprisonment. I certify to the best of my knowledge that the odometer reading is the actual mileage of the vehicle unless one of the following statements is checked:

ODOMETER READING: 000600790 (NO TENTHS)  1. The mileage stated is in excess of its mechanical limits.  
 2. The odometer reading is not the actual mileage. WARNING - ODOMETER DISCREPANCY

**APPLICATION FOR NEW REGISTRATION PLATES OR TRANSFER OF REGISTRATION PLATES**

I/we do hereby make application for  New Tags  Transfer of Tags  30 Day Inspection Plate  Title Only Class of Tags desired: ME

Is this vehicle to be operated for short term rental?  Yes  No If transferring plates, complete below:

TAG NO: [REDACTED] and STICKER NO: [REDACTED]

Name of Insurance Co.: STATE FARM MUTUAL Policy or Binder No: [REDACTED] Agent or broker: \_\_\_\_\_

I/we certify that I/we have completed the manufacturer's vehicle identification number on this application with the number on the vehicle and I/we agree and that this vehicle is subject to the laws and regulations as stated herein and in other states. For vehicles registered over 10,000 lbs. by signing this application, I/we certify knowledge of the Federal and State Motor Carrier Safety laws and certify this vehicle is maintained in compliance with the Maryland Revenue Maintenance Program. If making application for new plates or transfer of registration plates I/we certify under Penalty of Law that the vehicle is covered by a valid liability insurance policy and further certify that this vehicle will be continuously insured throughout its registration period. I/we further certify to the best of my knowledge, information and belief.

Signature of Applicant: [REDACTED] Printed Name of Applicant: [REDACTED]  
 Signature of Co-Applicant: [REDACTED] Printed Name of Co-Applicant: [REDACTED]  
 Witness my/our Hand(s) and Seal(s) this \_\_\_\_\_ day of \_\_\_\_\_ year \_\_\_\_\_  
 Signature of [REDACTED] Relationship: \_\_\_\_\_  
 Sealed: [REDACTED] Date of Birth: [REDACTED]

**SERVICE  
CONTRACT**



Agreement Number  
RVWF + LAST 8 OF VIN

**CUSTOMER INFORMATION**

LAST NAME	FIRST NAME	STATE	ZIP
[REDACTED]	[REDACTED]	MD	[REDACTED]
ADDRESS	CITY	MD	[REDACTED]
[REDACTED]	EDGEWATER		
EMAIL ADDRESS	PHONE NUMBER	ALTERNATE PHONE NUMBER	
[REDACTED]	[REDACTED]		

**UNIT INFORMATION**

YEAR	MAKE	MODEL	VEHICLE IDENTIFICATION NUMBER (VIN)	UNIT TYPE
2022	THOR MOTOR	COACH CHATEAU 24F	1F0WE3FNK [REDACTED]	<input checked="" type="radio"/> Motorhome <input type="radio"/> Travel Trailer
UNIT PURCHASE PRICE	SERVICE CONTRACT PURCHASE PRICE		SERVICE CONTRACT DATE	
\$90,895.00	NO CHARGE		10/6/2021	

**DEALER INFORMATION**

DEALERSHIP NAME	ADDRESS, CITY, STATE AND ZIP	
LEO'S VACATION CENTER, INC., 729 MD RT 3 N, GAMBRILLS, MD 21054		
PHONE NUMBER	DEALER NUMBER	PRODUCER NUMBER
(410) 887-4793		

**SERVICE CONTRACT**

This SERVICE CONTRACT applies only to the customer and the UNIT described above and is not transferable to a subsequent owner. YOUR eligibility for benefits under this SERVICE CONTRACT begins on the date listed above and shall continue for as long as YOU own the UNIT, provided that YOU meet the maintenance requirements on the UNIT as detailed herein and provide proof of maintenance to the ADMINISTRATOR.

**IMPORTANT NOTICE:** This SERVICE CONTRACT is not a contract of insurance. This SERVICE CONTRACT is not valid unless the DECLARATION PAGE is fully completed. YOU are not required to purchase this SERVICE CONTRACT in order to purchase or obtain financing for the UNIT. This SERVICE CONTRACT supplements the manufacturer's warranty. It does not replace the manufacturer's warranty but provides certain additional benefits. Losses covered by the manufacturer's warranty are not covered under this SERVICE CONTRACT. WE have no liability for anything other than the obligations set forth in this SERVICE CONTRACT. YOUR SERVICE CONTRACT contains an arbitration clause which may affect YOUR legal rights, unless YOU live in a state that prohibits such provisions. Please review the arbitration in its entirety as well as the Special State Disclosures section for YOUR specific state (if YOUR state is included) to determine whether YOUR legal rights are affected.

**ADMINISTRATOR & OBLIGOR**

NWAN, Inc.  
P.O. Box 20908, Cleveland, Ohio 44130  
1-800-810-3453

**MAINTENANCE REQUIREMENTS**

**IMPORTANT NOTICE TO THE CUSTOMER**

**CUSTOMER MUST INITIAL** YOU must have the annual maintenance performed on your UNIT as outlined in the General Provisions section of this SERVICE CONTRACT in order for this SERVICE CONTRACT to remain valid. YOU are required to deliver a coupon from YOUR SERVICE CONTRACT (not provided to YOU at the time the UNIT was purchased, accompanied by the receipt and work order for the maintenance performed) to the ADMINISTRATOR to remain eligible for coverage. Maintenance receipts must be delivered to the ADMINISTRATOR within 30 days of the anniversary date of the AGREEMENT DATE each year. Failure to do so will void this SERVICE CONTRACT.

**REPAIR AUTHORIZATION**

YOU are required to have the UNIT repaired at a professional REPAIR FACILITY and obtain authorization prior to beginning any repairs. Refer to the Guide to Filing a Claim section of this SERVICE CONTRACT for additional information.

YOU should read this SERVICE CONTRACT carefully. It contains all of the information regarding coverage under this SERVICE CONTRACT. There is no other agreement between YOU and US regarding this SERVICE CONTRACT. None of OUR representatives, employees, dealers, or agents are authorized to alter, extend, amend, or modify the terms of this SERVICE CONTRACT. By YOUR signature below, YOU acknowledge that YOU have read this SERVICE CONTRACT, including the terms, conditions, maintenance requirements, exclusions, and claim

Signed By:

[REDACTED SIGNATURE]

Signed By:

[SIGNATURE]

DEALERSHIP REPRESENTATIVE

# ODOMETER DISCLOSURE STATEMENT

Federal law (and State law, if applicable) requires that you state the mileage upon transfer of ownership. Failure to complete or providing a false statement may result in fines and/or imprisonment.

I, LEOS VACATION CENTER (transferor's name, print) state that the odometer now reads 780 (no tenths) miles and to the best of my knowledge that it reflects the actual mileage of the vehicle described below, unless one of the following statements is checked.

- (1) I hereby certify that to the best of my knowledge the odometer reading reflects the amount of mileage in excess of its mechanical limits.
- (2) I hereby certify that the odometer reading is *NOT* the actual mileage. **WARNING—ODOMETER DISCREPANCY.**

Make CHATEAU  
Model 24F  
Body Type MM

Vehicle Identification Number 1FDWE3FNX  
Year 2022

  
(Transferor's Signature)  
LEO'S VACATION CENTER  
(Printed Name)



### TRANSFEROR'S NAME AND ADDRESS

### TRANSFEEE'S NAME AND ADDRESS

LEOS VACATION CENTER  
(Printed Name)  
729 MD RT 3 NBL  
(Street or Address)  
GAMBRILLS MD 21054  
(City) (State) (Zip)





# THOR MOTOR COACH PRODUCT WARRANTY REGISTRATION FORM

## PURCHASER AND SELLING DEALERSHIP VEHICLE INSPECTION CHECKLIST

- |  |  |
|--|--|
| <input type="checkbox"/> Exterior and interior finish  | <input type="checkbox"/> Operate all awnings, slideouts, and electric bed lift systems.  |
| <input type="checkbox"/> Operate all doors and windows, including locks  | <input type="checkbox"/> Operate Sky Bunk (Class B sleeper roof, if so equipped)   |
| <input type="checkbox"/> Operate all appliances (electrical and gas)   | <input type="checkbox"/> Operate all plumbing facilities including water faucets, shower, and toilet   |
| <input type="checkbox"/> Furnace and thermostat (lighting and maintenance)   | <input type="checkbox"/> Observe or check to assure that all wheel lugs are tight and tire pressures are correct   |
| <input type="checkbox"/> Range and oven (lighting and maintenance)   | <input type="checkbox"/> Review operation of manual or automatic propane gas regulator   |
| <input type="checkbox"/> Water heater (lighting and maintenance)   | <input type="checkbox"/> Operate air conditioner(s), stereo(s), entertainment system(s), and television(s)   |
| <input type="checkbox"/> Refrigerator (operation and maintenance)  | <input type="checkbox"/> Complete review of TMC Owner's Manual by dealer with owner  |
| <input type="checkbox"/> Operate all leveling and stabilizing systems (if so equipped)   | <input type="checkbox"/> Test drive vehicle  |
| <input type="checkbox"/> Operate 120V generator (if so equipped)   | <input type="checkbox"/> Odometer reading as observed by customer is: <span style="border: 1px solid black; padding: 2px;">7 9 0</span> <sup>MI</sup> <sub>MILES</sub> |
| <input type="checkbox"/> Operate Battery Power System (if so equipped)   | <input type="checkbox"/> Dealer has answered all questions from new owner pertaining to this vehicle   |
| <input type="checkbox"/> I (the purchaser) have completed the above inspection with the selling dealership and have taken a test drive at the time of purchase. I note the following issues: |  |

## PURCHASER AND SELLING DEALERSHIP MUST COMPLETE THE SECTION BELOW

**IMPORTANT!** The purchaser(s) and selling dealership signatures below indicate their understanding and acceptance of TMC's terms and conditions. Thor Motor Coach Limited Warranty and Thor Motor Coach Structural and Lamination Limited Warranty will not be registered unless both sides of this Product Warranty Registration Form are completed and received by TMC within (15) days after vehicle delivery. Failure to file this Product Warranty Registration Form with TMC will not affect your rights under the applicable TMC limited warranty as long as you can present proof of purchase, but it can cause delays in obtaining the benefits of the applicable TMC limited warranty, and it may inhibit any service facility's ability to provide proper repairs and/or part replacement.

**NOTE:** The Thor Motor Coach Structural and Lamination Limited Warranty is not applicable to Class B motorhomes.

- Before I purchased my motorhome, I received, read and agreed to the terms and conditions of the Thor Motor Coach Limited Warranty and the Thor Motor Coach Structural and Lamination Limited Warranty. I understand I can read and print a copy of the Owner's Manual and Limited Warranties from the Thor Motor Coach website. If for any reason I did not receive, read and agree to the terms and conditions of the Thor Motor Coach Limited Warranty and the Thor Motor Coach Structural and Lamination Limited Warranty before closing the purchase of the motorhome, I understand and agree that by requesting and accepting the performance of Warranty repairs under the terms of the Limited Warranties, I am accepting all terms and conditions of the Limited Warranties, including by way of example, warranty limitations and disclaimers, the forum selection clause and the clause reducing the time period when suit must be filed for breach.
- I understand and agree that the selling dealership is not an agent for TMC, but is an independent entity.
- I understand and acknowledge that the chassis and components and appliances that are covered by a warranty issued by their manufacturer are excluded from coverage under the terms of Thor Motor Coach Limited Warranty and the Thor Motor Coach Structural and Lamination Limited Warranty.
- I acknowledge and agree that, before purchasing my motorhome, I inspected or was given an opportunity to inspect my motorhome, took a test drive of my motorhome, and disclosed in writing to the selling dealership all defects and damage that I discovered during my test drive.
- I understand and agree to the reduction of the time period when any breach of warranty action must be commenced as set forth in the Thor Motor Coach Limited Warranty and the Thor Motor Coach Structural and Lamination Limited Warranty.
- I understand and agree to the forum selection clause and choice of law clause set forth in the Thor Motor Coach Limited Warranty and the Thor Motor Coach Structural and Lamination Limited Warranty.
- I (we) the purchaser(s) agree to receive emails, telephone calls, or other forms of contact from Thor Motor Coach.
- I AGREE THAT ANY AND ALL ACTIONS OF ANY KIND RELATED TO OUR MOTORHOME SHALL BE DECIDED BY A JUDGE RATHER THAN BY A JURY.
- I UNDERSTAND THAT EXCLUSIVE JURISDICTION FOR DECIDING LEGAL DISPUTES RELATING TO ALLEGED BREACH OF EXPRESS WARRANTY AND IMPLIED WARRANTIES THAT ARISE BY OPERATION OF LAW AS WELL AS THOSE RELATING TO REPRESENTATIONS OF ANY NATURE MUST BE FILED IN THE COURTS WITHIN THE STATE OF MANUFACTURE, WHICH IS INDIANA, IF THERE IS A CONFLICT BETWEEN THIS FORUM SELECTION CLAUSE AND ANOTHER PARTY'S FORUM SELECTION CLAUSE, THIS FORUM SELECTION CLAUSE CONTROLS.
- Thor Motor Coach Recreational Vehicle Privacy Notice: My new RV is equipped with a Wingard modem and router ("Device") which may collect and transmit information about my RV, its location and how it is used, and me whenever the Device is connected to the Internet via wi-fi or an optional cellular connection. I understand I should review the Thor Industries Privacy Policy ([www.ThorIndustries.com/privacy-policy](http://www.ThorIndustries.com/privacy-policy)) and the Wingard Company Privacy Policy ([www.wingard.com/about/privacy-policy](http://www.wingard.com/about/privacy-policy)) for further information.

[Redacted Signature]

10/6/2021  
DATE OF MOTORHOME DELIVERY TO PURCHASER (REQUIRED)

10/6/2021  
DATE SIGNED BY PURCHASER (REQUIRED)

10/6/2021  
DATE SIGNED BY CO-PURCHASER (REQUIRED, OR PRINT "NOT APPLICABLE" ON THE ABOVE LINE)

SELLING DEALERSHIP SALES PERSON SIGNATURE (REQUIRED)

10/6/2021  
DATE SIGNED BY SELLING DEALERSHIP SALES PERSON (REQUIRED)



# THOR MOTOR COACH PRODUCT WARRANTY REGISTRATION FORM

## PRODUCT WARRANTY REGISTRATION FORM INSTRUCTIONS

**IMPORTANT! THE PURCHASER IS REQUIRED TO READ THIS DOCUMENT.** The selling dealership is not authorized by Thor Motor Coach (TMC) to deliver this vehicle until you, the purchaser, and the selling dealership have signed where indicated on both sides of this form. After completing both sides of this form, the selling dealership will:

1. Give a legible copy of the completed form to the purchaser.
2. Register the vehicle warranty on-line using TMC's Dealer Portal OR send a legible copy of both sides of this completed form to TMC within 15 days after the vehicle delivery. Email to [registrations@tmcrv.com](mailto:registrations@tmcrv.com), or fax to (574) 294-3516, or mail to Thor Motor Coach, PO Box 1486, Elkhart IN 46515-1486. Call (877) 852-2667 for assistance.
3. Retain the original form in your dealership records. (Note: This original form must be made available to TMC upon request.)
4. Purchaser email address is REQUIRED for National Highway Transportation Safety Administration (NHTSA) compliance.

## VEHICLE INFORMATION (PLEASE PRINT)

TYPE (PLEASE CHECK APPROPRIATE BOX):

- CLASS C MOTORHOME    
  CLASS A GAS MOTORHOME    
  CLASS A DIESEL MOTORHOME    
  CLASS B MOTORHOME

ODOMETER 790 KM 2022 MILES     MODEL YEAR 2022     MAKE / BRAND NAME CHATEAU     MODEL / FLOOR PLAN 24F

STOCK / CHASSIS VIN 1FDWE3FNX     SERIAL NUMBER [REDACTED]

## PURCHASER INFORMATION (PLEASE PRINT)

PURCHASER'S FIRST NAME [REDACTED]     MI A     LAST NAME [REDACTED]     PURCHASER'S PHONE [REDACTED]

PURCHASER'S CELL PHONE [REDACTED]     PRINT PURCHASER'S EMAIL (REQUIRED) [REDACTED]

CO-PURCHASER'S FIRST NAME (REQUIRED, OR PRINT NOT APPLICABLE ON THE ABOVE LINE) [REDACTED]     MI [REDACTED]     LAST NAME [REDACTED]     CO-PURCHASER'S PHONE [REDACTED]

CO-PURCHASER'S CELL PHONE [REDACTED]     CO-PURCHASER'S EMAIL (REQUIRED, OR PRINT NOT APPLICABLE ON THE ABOVE LINE) [REDACTED]

PURCHASER'S STREET ADDRESS [REDACTED]     CITY, STATE OR PROVINCE, ZIP OR POSTAL CODE EDGEWATER, MD [REDACTED]     COUNTRY [REDACTED]

PURCHASER'S MAILING ADDRESS (IF DIFFERENT FROM ABOVE) [REDACTED]     CITY, STATE OR PROVINCE, ZIP OR POSTAL CODE [REDACTED]     COUNTRY [REDACTED]

## SELLING DEALERSHIP INFORMATION (PLEASE PRINT)

DEALER AGENCY NO. 001582     SELLER DEALERSHIP NAME LEOS VACATION CENTER     SELLING DEALERSHIP CITY, STATE OR PROVINCE, COUNTRY 729 MD RT 3 NBL GAMBRILLS MD 21054

SALES PERSON'S LAST NAME [REDACTED]     SALES PERSON'S PHONE NUMBER AND EXT. [REDACTED]



# WARRANTY REPAIR ORDER

Warranty	R/O Open Date	R/O Number
	08/15/22	
	R/O Close Date	
	Mileage In	Mileage Out
	7940	7945
	Service Advisor	
	Jorge Vento	
	Delivery Date	In-Service Date
		08/15/22

ELK HART, IN

Year	Make	Model	License Number	Service Advisor
2022	FORD	E-350 SUPER D		Jorge Vento
VIN	Color			
1FDWE3FXXN1	WHITE			

DEPT: [REDACTED] CELL: [REDACTED]

#1 - ENGINE: CUSTOMER REQUESTS DIAG GAS ENGINE CONCERN  
C/S: C.S SERPENTINE BELT SNAPPED

Tech: FD1/	5.50hrs @ 170.2	165.00	936.27
Part: LC2Z 3A713 B:TUBE ASY	1	58.30	126.27
Part: XL 14:FLUID - POWER ASSISTED STEERIN	2	9.36	20.37
Part: LC2Z 3A674 A:PUMP ASY - POWER STEERING	1	128.00	277.74
Part: LC2Z 3A674 A-C;LC2Z 3A674 A - Core Cha	1	70.00	70.00
Part: LC2Z 3A674 A-C;LC2Z 3A674 A - Core Cha	-1	-70.00	-70.00
Part: LC3Z 8620 C:V-BELT	1	23.70	51.41
Part interchanges with part# JK6805			
Part: LC2Z 3A717 C:HOSE ASY	1	56.60	122.53
Part: 715417:MIRROR	1	294.00	411.60
Freight: UPS GROUND		79.00	79.00
Sub-Total Labor:	165.00	936.27	
Sub-Total Parts:	569.86	1010.22	
Sub-Total:	734.86	1946.49	

ALL PARTS SPORD BIN

Line 1 9/10/22 Tech JPI Start 11:17 End 11:17 Hours .00

ACCOUNT#	LABOR	165.00	936.27
	PARTS	548.86	1089.33
METHOD	SUPPLY		.00
	SHOP SUPPLIES		.00
	SALES TAX OR TAX I.D.		.00
RECEIPT#	DEDUCTIBLE		.00
	TOTAL DUE	813.86	2025.47

# Al Cioni Ford, Inc.

504 S McCoy St  
 Granville, IL 61328-9367  
 (815) 339-2511

2022		FORD		ECONOLINE		EDGEWATER MD		DATE IN	09/13/2022 15:24
8065		8065		00/00/00 00/00/00				WORKED	00:00
								CLOSED	
								WRITER	JARED02

(1) ABS/ TRACTION CONTROL LIGHT ON IN DASH  
 U0401 INVALID DATA RECIEVED FROM PCM Labor [25]  
 DISCONNECTED PCM CONNECTOR, CLEANED CONNECTOR  
 RECONNECTED PCM CONNECTOR  
 CLEARED CODE  
 (25- STEPHEN-) A .....(Warranty).....

Next Service	Lube-Oil-Filter	.00	.00	Labo	.00
		.00	.00	Parts	.00
		.00	.00	Sublet/Fees	.00
		.00	.00	Warr Deduct	.00
		.00	.00	Waste Disposal	.00
		.00	.00	Oil/Grease	.00
		.00	.00	Less Disc.	.00
		.00	.00	Total	.00
		.00	.00	Tax	.00
		.00	.00	Tax2	.00
		.00	.00	Tire Tax	.00
		.00	.00	TOTAL (DUE)	.00

Job





David J. Johnson  
Director  
Service Engineering Operations  
Ford Customer Service Division

Ford Motor Company  
P. O. Box 1904  
Dearborn, Michigan 48121

February 17, 2022

**TO:** All U.S. Ford and Lincoln Dealers

**SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD -  
Safety Recall 22S08**  
Certain 2021-2022 Model Year Econoline Vehicles Equipped with Dual Rear Wheels  
Hydroboost or Hydromax® Power Steering Pressure Line Inspection

**AFFECTED VEHICLES**

Vehicle	Model Year	Assembly Plant	Build Dates
Econoline	2021-2022	Ohio Assembly	May 11, 2019 through June 17, 2021

Affected vehicles are identified in OASIS and FSA VIN Lists.

**REASON FOR THIS SAFETY RECALL**

In some of the affected vehicles, the power steering pressure line may be inadequately connected to the brake Hydroboost unit, which may result in a leak or sudden loss of power steering fluid. Sudden loss of power steering fluid may result in a loss of power steering assist, requiring increased steering effort, and loss of power brake assist, requiring increased force on the pedal to brake, potentially resulting in increased stopping distance. A sudden loss of power steering assist and power brake assist increases the risk of a crash.

**SERVICE ACTION**

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to inspect the power steering pressure line at the quick-connect fitting. If the connection fails the inspection described in Attachment III, the power steering lines will be replaced. This service must be performed on all affected vehicles at no charge to the vehicle owner.

**OWNER NOTIFICATION MAILING SCHEDULE**

Owner letters are expected to be mailed the week of March 7, 2022. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

**PLEASE NOTE:**

**Federal law requires dealers to complete this recall service before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a dealer could result in a civil penalty of up to \$21,000 per vehicle. Correct all vehicles in your new vehicle inventory before delivery.**

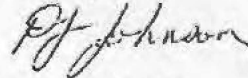
**ATTACHMENTS**

Attachment I: Administrative Information  
Attachment II: Labor Allowances and Parts Ordering Information  
Attachment III: Technical Information  
Owner Notification Letters  
Recall Reimbursement Plan

**QUESTIONS & ASSISTANCE**

For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site. The SSSC Web Contact Site can be accessed through the Professional Technician System (PTS) website using the SSSC link listed at the bottom of the OASIS VIN report screen or listed under the SSSC tab.

Sincerely,

A handwritten signature in cursive script that reads "D.J. Johnson".

David J. Johnson

**NEW VEHICLE DEMONSTRATION / DELIVERY HOLD -  
Safety Recall 22S08**  
Certain 2021-2022 Model Year Econoline Stripped and Cutaway Chassis Vehicles  
Power Steering Pressure Line Inspection

**OASIS ACTIVATION**

OASIS will be activated on February 17, 2022.

**FSA VIN LISTS ACTIVATION**

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on February 17, 2022. Owner names and addresses will be available by March 25, 2022.

**NOTE:** Your FSA VIN Lists may contain owner names and addresses obtained from motor vehicle registration records. The use of such motor vehicle registration data for any purpose other than in connection with this recall is a violation of law in several states, provinces, and countries. Accordingly, you must limit the use of this listing to the follow-up necessary to complete this recall.

**SOLD VEHICLES**

- Ford has not issued instructions to stop selling/delivering or driving used vehicles under this safety recall. Owners should contact their dealer for an appointment to have their vehicles remedied as soon as practicable. Owners can continue to safely drive their vehicles.
- Immediately contact any of your affected customers whose vehicles are not on your VIN list but are identified in OASIS. Give the customer a copy of the Owner Notification Letter (when available) and schedule a service date.
- Correct other affected vehicles identified in OASIS which are brought to your dealership.
- Dealers are to prioritize repairs of customer vehicles over repairs of new and used vehicle inventory.

**STOCK VEHICLES**

- Correct all affected units in your new vehicle inventory before delivery.
- Use OASIS to identify any affected vehicles in your used vehicle inventory.

**DEALER-OPERATED RENTAL VEHICLES**

The Fixing America's Surface Transportation (FAST) Act law effective June 2016 prohibits a rental company from selling, renting or leasing vehicles subject to a safety or compliance recall. Please consult your legal counsel for legal advice.

**TITLE BRANDED / SALVAGED VEHICLES**

Affected title branded and salvaged vehicles are eligible for this recall.

**OWNER REFUNDS**

- **This safety recall must still be performed, even if the owner has paid for a previous repair. Claiming a refund will not close the recall on the vehicle.**
- Ford Motor Company is offering a refund for owner-paid repairs covered by this recall if the repair was performed prior to the date indicated in the reimbursement plan, which is posted with this bulletin. Owners are directed to seek reimbursement through authorized dealers or, at their option, directly through Ford Motor Company at P.O. Box 6251, Dearborn, MI 48121-6251.
- Dealers are also pre-approved to refund owner-paid emergency repairs that were performed away from an authorized servicing dealer after the end date specified in the reimbursement plan. Non-covered repairs, or those judged by Ford to be excessive, will not be reimbursed.
- Refunds will only be provided for the cost associated with leaking power steering quick-connect fitting requiring replacement.

**NEW VEHICLE DEMONSTRATION / DELIVERY HOLD -  
Safety Recall 22S08**  
Certain 2021-2022 Model Year Econoline Stripped and Cutaway Chassis Vehicles  
Power Steering Pressure Line Inspection

**RENTAL VEHICLES**

Dealers are pre-approved for up to one day for a rental vehicle. Follow Extended Service Plan (ESP) guidelines for dollar amounts. Rentals will only be reimbursed for the day(s) the vehicle is at the dealership for part replacement. Prior approval for more than one rental day is required from the SSSC. Contact the SSSC via the SSSC Web Contact Site for consideration and approval if appropriate.

**ADDITIONAL REPAIR (LABOR TIME AND/OR PARTS)**

Additional repairs identified as necessary to complete the FSA should be managed as follows:

- For related damage and access time requirements, refer to the Warranty and Policy Manual / Section 6 – Ford & Lincoln Program Policies / General Information & Special Circumstances for FSA's / Related Damage.
- For vehicles within new vehicle bumper-to-bumper warranty coverage, no SSSC approval is required, although related damage must be on a separate repair line with the "Related Damage" radio button checked
  - Ford vehicles – 3 years or 36,000 miles
- For vehicles outside new vehicle bumper-to-bumper warranty coverage, submit an Approval Request to the SSSC Web Contact Site prior to completing the repair.

**CLAIMS PREPARATION AND SUBMISSION**

- **Claim Entry:** Enter claims using Dealer Management System (DMS) or One Warranty Solution (OWS) online.
  - When entering claims, select claim type 31: Field Service Action. The FSA number 22S08 is the sub code.
  - For additional claims preparation and submission information, refer to the Recall and Customer Satisfaction Program (CSP) Repairs in the OWS User Guide.
- **Related Damage/Additional labor and/or parts:** Must be claimed as Related Damage on a separate repair line from the FSA with same claim type and sub code as described in Claim Entry above.  
**IMPORTANT:** Click the Related Damage Indicator radio button.
- **Rentals:** For rental vehicle claiming, follow Extended Service Plan (ESP) guidelines for dollar amounts. Enter the total amount of the rental expense under Miscellaneous Expense code RENTAL.
- **Refunds:** Submit refunds on a separate repair line.
  - Program Code: 22S08
  - Misc. Expense: ADMIN
  - Misc. Expense: REFUND
  - Misc. Expense: 0.2 Hrs.

Multiple refunds should be submitted on one repair line and the invoice details for each repair should be detailed in the comments section of the claim.

**NEW VEHICLE DEMONSTRATION / DELIVERY HOLD -  
Safety Recall 22S08**  
Certain 2021-2022 Model Year Econoline Stripped and Cutaway Chassis Vehicles  
Power Steering Pressure Line Inspection

**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
Inspect power steering connection - PASS	22S08A	0.3 Hours
Inspect power steering connection – FAIL Replace power steering line and jumper line.	22S08B	0.9 Hours
Extra time to clean under hood for lines that are disconnected. (only claim with 22S08B if fluid cleanup is required)	MT22S08C	Up to 0.5 hours

**PARTS REQUIREMENTS / ORDERING INFORMATION**

**SSSC Web Contact Site:**

To place an order for LC2Z- 3A717-D, LC2Z-3A717-C or 4C2Z-3A719-B, submit a VIN-specific Part Order contact via the SSSC Web Contact Site.

Part Number	Description	Order Quantity	Claim Quantity
LC2Z- 3A717-D	Power Steering Pressure Hose (Stripped chassis)	1*	1
LC2Z-3A717-C	Power Steering Pressure Hose (Cutaway chassis)		
4C2Z-3A719-B	Power Steering Jumper Line (Stripped and Cutaway)	1*	1
XT-10-QLVC	Transmission Fluid (up to 1 quart required for top off)	Up to one quart	

Dealers will be notified via a DOES II communication if circumstances warrant a change in part supply strategy and when open ordering resumes.

\*Less than 12% of the power steering pressure to jumper line connections are expected to need replacement.

**DEALER PRICE**

For latest prices, refer to DOES II.

**PARTS RETENTION, RETURN, & SCRAPPING**

Follow the provisions of the Warranty and Policy Manual, Section 1 - WARRANTY PARTS RETENTION AND RETURN POLICIES. If a replaced part receives a scrap disposition, the part must be scrapped in accordance with all applicable local, state and federal environmental protection and hazardous material regulations. Federal law prohibits selling motor vehicle parts or components that are under safety, compliance, or emissions recall.

**EXCESS STOCK RETURN**

Excess stock returned for credit must have been purchased from Ford Customer Service Division in accordance with Policy Procedure Bulletin 4000.

**NEW VEHICLE DEMONSTRATION / DELIVERY HOLD -  
Safety Recall 22808**

Certain 2021-2022 Model Year Econoline Stripped and Cutaway Chassis Vehicles  
Power Steering Pressure Line Inspection

**REPLACED FSA PARTS INSPECTION AND SIGN OFF**

Effective March 1<sup>st</sup>, 2021 all parts replaced as part of an FSA repair with a repair order open date of March 1<sup>st</sup>, 2021 or later must be inspected and signed off on the repair order by a member of your dealers fixed operations management team or an employee the task has been delegated to. If the task is to be delegated to a non-management employee, the employee needs to be someone other than the technician who completed the repair and needs to understand the importance of completing this task consistently and accurately.

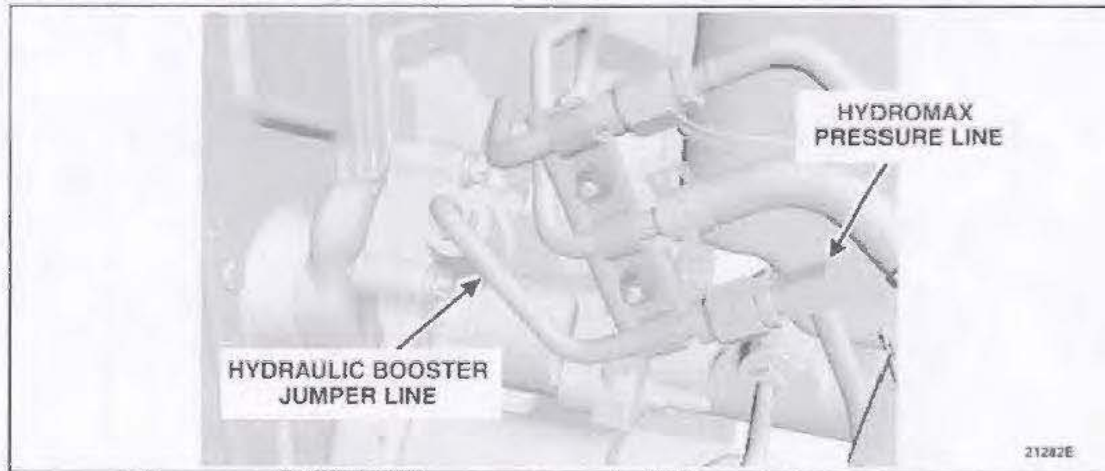
- All parts replaced as part of an FSA repair should be returned to the parts department following the Warranty Parts Retention and Return Policies.
- Inspect the replaced parts to verify the FSA repair was completed.
- If the FSA repair is found to be complete, the designated employee signs the repair order line or parts return stamp area (electronic or hand signed) for the FSA repair indicating the parts were inspected and validated to have been replaced.
- After the parts have been inspected, they should be handled based on the guidance in the parts status report in the Online Warranty System (Hold, Return, CORE, Scrap, etc.).
- This process is subject to review during warranty audits for FSA repairs with a repair order open date of March 1<sup>st</sup>, 2021 or later. Any eligible FSA claims requiring parts replacement, found not to have been inspected and signed off during a warranty audit will be subject to chargeback and consideration for enrollment into the Dealer Incomplete Recall Repair Process.

**Note:** Other approvals (electronic or handwritten) for add-on repair lines, dealer owned vehicle repairs, and repeat repairs do not qualify as FSA parts inspection approvals. The post repair FSA parts inspection process (electronic or handwritten) is independent from other warranty approval requirements. The approval by the designated employee implies that the FSA parts were found to be replaced and must be able to be clearly identified on the Repair Order. If multiple FSA's require approval on a single Repair Order, each applicable occurrence will require individual post repair approval by the designated employee.

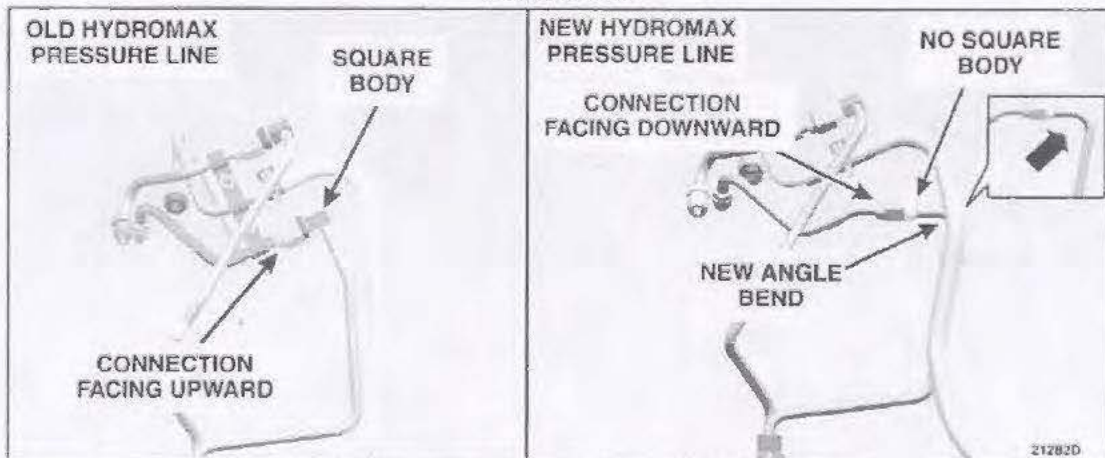
**CERTAIN 2021-2022 MODEL YEAR ECONOLINE VEHICLES EQUIPPED WITH  
DUAL REAR WHEELS — HYDROBOOST OR HYDROMAX® PRESSURE LINE  
INSPECTION**

**SERVICE PROCEDURE**

1. Locate the power steering pump to Hydromax pressure line and inspect if the line is a newer design or original design. Note which Hydromax pressure line is equipped and then proceed to Step 2. See Figures 1a and 1b.



**FIGURE 1A**



**FIGURE 1B**



2. Locate the hydraulic booster jumper line and inspect if the line is a newer design or original design. Note which hydraulic booster jumper line is equipped and then proceed to Step 3. See Figures 1a, 2a, 2b.

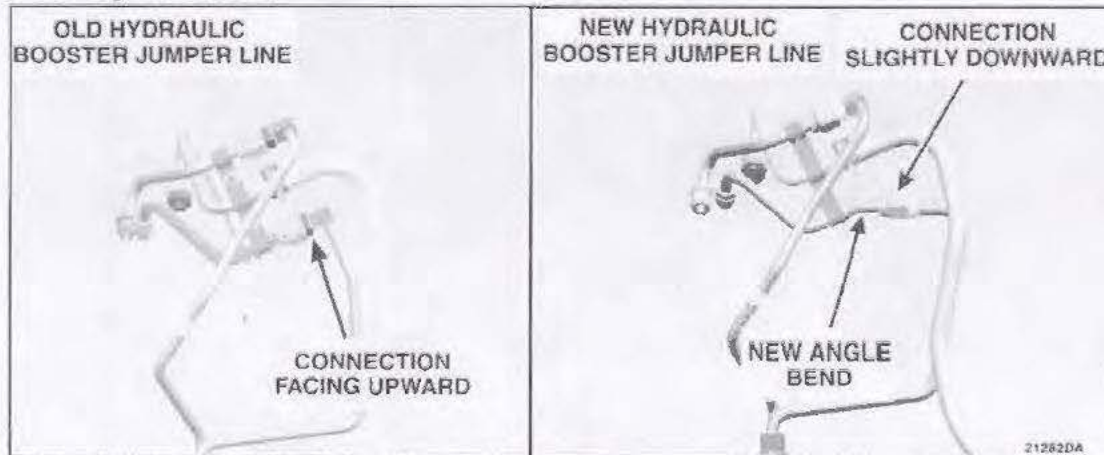


FIGURE 2A

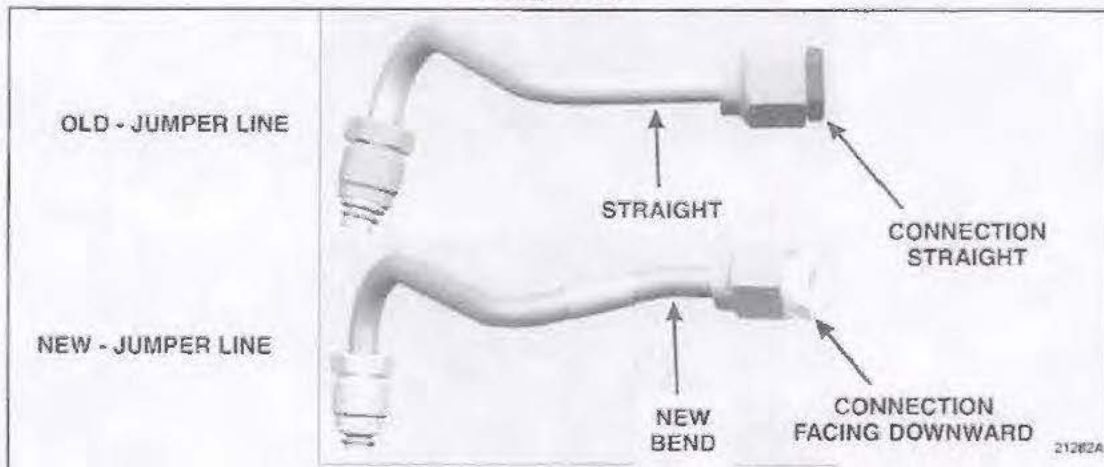


FIGURE 2B

3. Is the vehicle equipped with new or original Hydromax pressure line and hydraulic booster jumper line?
- **NEW** Hydromax pressure line and **NEW** hydraulic booster jumper line - No Further Action is Required.
  - **OLD** Hydromax pressure line and **OLD** hydraulic booster jumper line - Proceed to Step 4.
  - **OLD** Hydromax pressure line and **NEW** hydraulic booster jumper line - Proceed to Hydro-Boost Line Replacement Procedure, on Page 5.
  - **NEW** Hydromax pressure line and **OLD** hydraulic booster jumper line - Proceed to Hydro-Boost Line Replacement Procedure, on Page 5.



4. Using a 4 in (101.6 mm) extension and a 1/4 in (6.35 mm) wide flat blade impact screw driver bit, insert the bit between the space in the Hydromax Pressure Line to hydraulic booster jumper line at a 90 degree angle to the connection and apply 12 Nm (8.85 lb-ft) of torque to attempt to separate the line connection. **NOTE: DO NOT EXCEED 12 Nm (8.85 lb-ft).** See Figure 3.

- Did the lines disconnect?
  - NO - Proceed to Step 5.
  - YES - Does not pass inspection - Proceed to Hydro-Boost line replacement procedure, on Page 5.

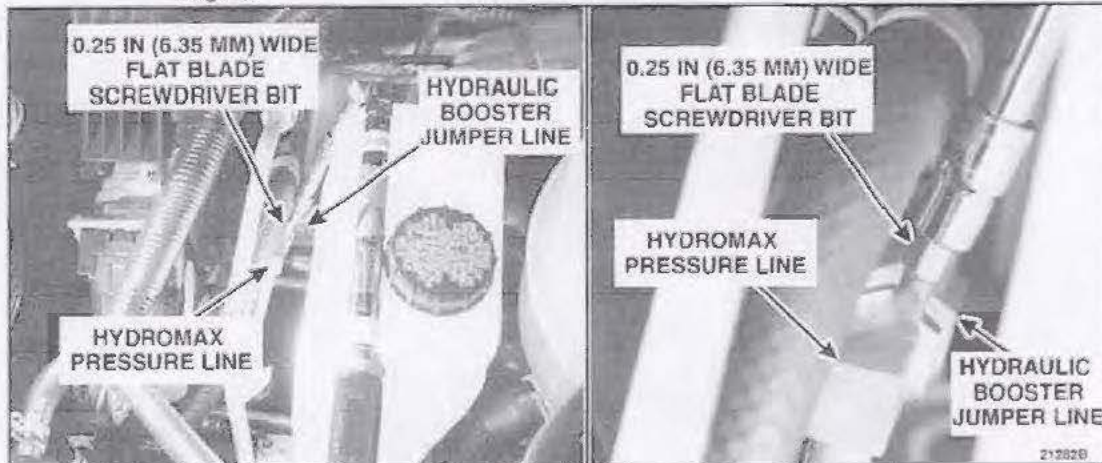


FIGURE 3



5. Using a 3 mm (0.118 in) brake lining thickness gauge (Matco Tools part number BG842 or equivalent), attempt to insert in the gap of the Hydromax Pressure Line to hydraulic booster jumper line to determine if the gap is larger than 3 mm (0.118 in). Can you insert a 3mm gauge into the gap? Ensure you are using the 3 mm (0.118 in) part of the gauge and not the tool thickness. See Figures 4a and 4b.

- Is the gap greater than 3 mm (0.118 in)?
  - NO - Passes inspection - No Further action is required and the vehicle can be released.
  - YES - Does not pass inspection - Proceed to Hydro-Boost Line Replacement Procedure on Page 5.

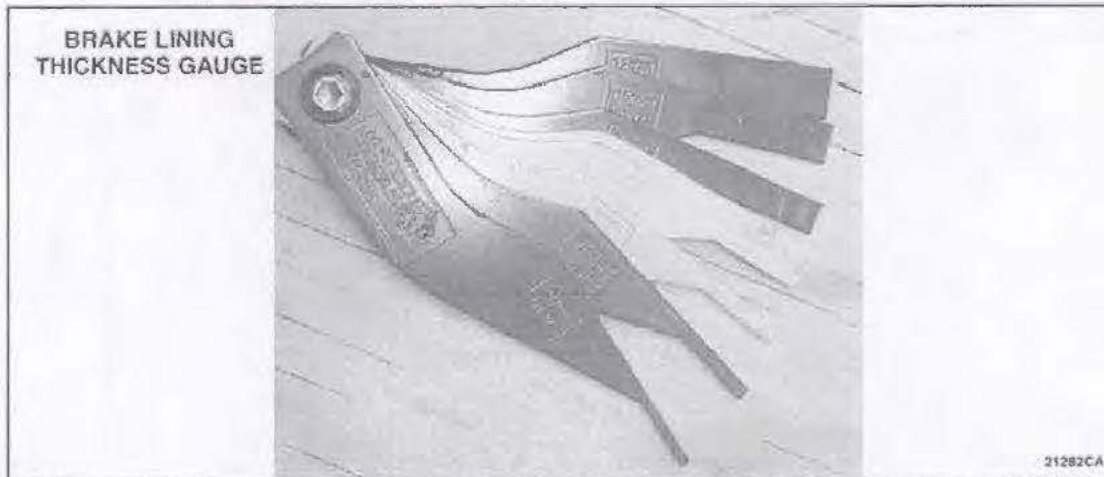


FIGURE 4a

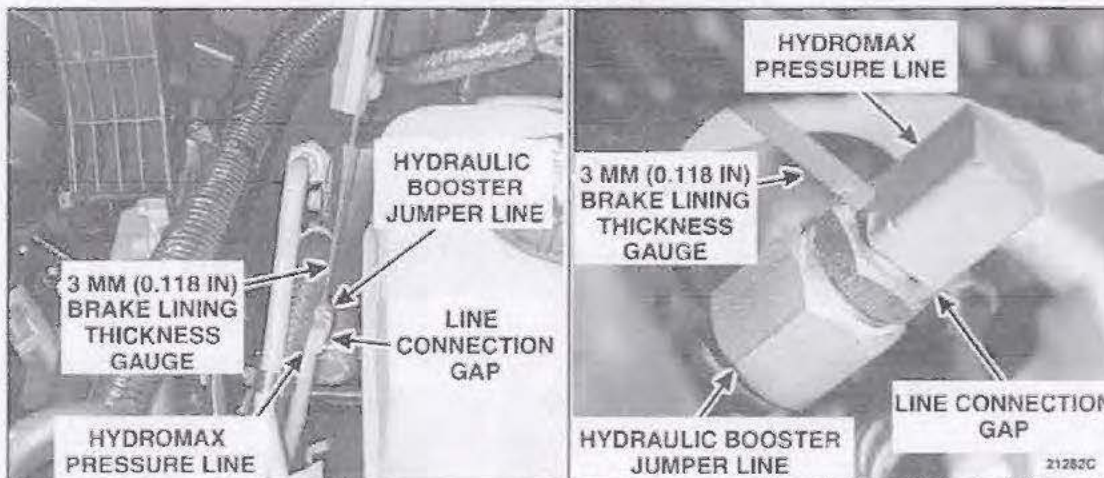


FIGURE 4b



## Hydro-Boost Line Replacement Procedure

**IMPORTANT!** If Hydro-Boost line replacement is required the Hydro-Boost line jumper will also need to be replaced. DO NOT bend the lines to fit the new line to old jumper. See Figure 4.

1. Remove the hydraulic booster jumper line bracket nuts and bracket. Please follow the Workshop Manual (WSM) procedures in Section 211-02 Power Steering > Removal and Installation > Power Steering Pump to Hydromax Pressure Line, Exploded View for illustration.
2. Remove the hydraulic booster jumper line from the hydraulic booster. Please follow the WSM procedures in Section 211-02.
3. Replace the power steering pump to hydromax pressure line and hydraulic booster jumper line. Please follow the WSM procedures in Section 211-02.
4. Reinstall the jumper line bracket and nuts. Please follow the WSM procedures in Section 211-02.

**IMPORTANT NOTE:** Federal law prohibits selling motor vehicle parts or components that are under safety, compliance, or emissions recall. Unless a part is requested to be returned to Ford, all parts replaced under this FSA must be scrapped in accordance with all applicable local, state and federal environmental protection and hazardous material regulations. Refer to the Parts Retention, Return, & Scrapping section of the FSA dealer bulletin for further information.



**Ford Motor Company  
Recall Reimbursement Plan for 22S08**

*Ford and Lincoln dealers are in the best position to quickly and efficiently process reimbursement requests. However, federal legislation requires all motor vehicle manufacturers to establish processes through which customers may seek recall reimbursement directly from the manufacturer or from the dealers.*

*Regarding the specific reimbursement plan for Recall # 22S08, owners who have paid for service to remedy the defect or noncompliance must have had that service performed prior to March 25, 2022. After this date, if repairs related to this recall are performed by a non-Ford repair facility in an emergency situation, customers must submit any refund requests through their dealership. As required by this federal regulation, Ford Motor Company submitted the details of its latest General Recall Reimbursement Plan in a letter to the National Highway Traffic Safety Administration (NHTSA) in May 2021. The following is the text of that letter and the Plan:*

**General Recall Reimbursement Plan  
(As submitted to the NHTSA)**

Pursuant to the requirements set forth in 49 CFR Part 573 and Part 577 of the Code of Federal Regulations, Ford Motor Company (Ford) is submitting required information pertaining to our general reimbursement plan for the cost of remedies paid for by vehicle owners before they are notified of a related safety recall.

Set forth below is Ford's general plan to reimburse owners and purchasers for costs incurred for remedies in advance of notification of potential safety-related defects or noncompliances pursuant to Part 573.6 (c)(8)(i). This plan has not changed since our February 20, 2019 submission.

**Reimbursement Notification**

Ford's notice to a vehicle owner in accordance with 49 CFR Part 577 will indicate that Ford is offering a refund if the owner paid to have service to remedy the defect or noncompliance prior to a specified ending date. In accordance with Part 573.13 (c)(2), this ending date will be defined as a minimum of ten calendar days after the date on which Ford mailed the last of its Part 577 notifications to owners, and will be indicated in the specific reimbursement plan available to owners for an individual recall. This notice will direct owners to seek eligible reimbursement through authorized dealers or, at their option, directly through Ford at the following address:

Ford Motor Company  
P.O. Box 6251  
Dearborn, MI 48121-6251

Ford notes that this rule allows for the identification of a beginning date for reimbursement eligibility. Under the rule, an owner who paid to remedy the defect or noncompliance prior to the identified beginning date would not be eligible for reimbursement. Ford generally has not established such a beginning date for reimbursement eligibility and does not presently anticipate changing this general policy. However, in any case where Ford determines a beginning date is appropriate, Ford will indicate that date in the owner notice. As permitted by 577.11(e), Ford may not include a reimbursement notification when all vehicles are well within the warranty period, subject to approval by the agency.

### **Costs to be Reimbursed**

For vehicles, reimbursement will not be less than the lesser of:

- The amount paid by the owner for the remedy that specifically addressed and was reasonably necessary to correct the defect or noncompliance that is the subject of the recall, or
- The cost of parts for the remedy (to be no more than the manufacturer's list retail price for authorized part(s), plus associated labor at local labor rates, miscellaneous fees (such as disposal of waste) and taxes.

For replacement equipment, reimbursement will be the amount paid by the owner for the replacement item (limited by the amount of the retail list price of the defective or noncompliant item that was replaced, plus taxes, where the brand or model purchased by the owner was different than the brand or model that was the subject of the recall). If the item of motor vehicle equipment was repaired, the reimbursement provisions identified above for vehicles will apply.

Ford notes that costs incurred by the owner within the period during which Ford's original or extended warranty would have provided for a free repair of the problem will not be eligible for reimbursement, as provided by Part 573.13 (d)(1).

### **Entities Authorized to Provide Reimbursement**

Ford will continue to use authorized dealers to reimburse owners under the specific reimbursement plans for a particular recall, and will encourage owners to pursue requests for reimbursement directly through dealers to expedite reimbursement. Ford will also provide a mailing address to which customers can, at their option, send requests for reimbursement directly to Ford, as previously noted. Requests for reimbursement sent directly to Ford may take up to 60 days to process. Whether the owner chooses to pursue reimbursement requests through a dealer or directly through Ford, the owner will be directed to submit the required documentation, upon which reimbursement eligibility will be determined.

### **Required Documentation**

The reimbursement determination will depend upon the information provided by the customer. Consistent with Part 573.13 (d)(4) the following information must be submitted:

- Claimant name and address
- Vehicle make, model, and model year
- Vehicle identification number (VIN) and, for replacement equipment, a description of such equipment or, for tires, the model, size and TIN (DOT code)
- Identification of the recall number (either the Ford recall number or the NHTSA recall number)
- Identification of the owner of the recalled vehicle at the time that the pre-notification remedy was obtained
- An original receipt for the pre-notification remedy that includes a breakdown of the amount for parts, labor, other costs and taxes, including costs for the replacement item. Where the receipt covers work other than to address the recall or noncompliance, Ford may require the claimant to separately identify costs that are eligible for reimbursement.
- If the remedy was obtained during the warranty period, documentation indicating that the warranty was not honored or the warranty repair did not correct the problem related to the recall.

Failure to submit all of the above information may result in denial of the reimbursement request.

**Additional Information**

The Part 577 required owner notice will provide a toll-free telephone number through which specific information about the reimbursement plan can be requested from Ford. This general reimbursement plan will be incorporated into notifications pursuant to Part 573.6 by reference. Information specific to an individual recall also may be incorporated into the Part 573.6 notification.