

CHINOOK
The Sports Car of Motorhomes



IMPORTANT SAFETY RECALL

This notice applies to your vehicle, (VIN)
NHTSA Recall No. 23V729
Ford NHTSA Recall No. 23V598
Ford Safety Recall Notice 23S48

March 2024

Dear Customer,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Chinook Motor Coach has decided that a defect, which relates to motor vehicle safety, exists in certain 2022-2024 Chinook Bayside vehicles.

WHY DOES MY VEHICLE NEED REPAIRS?

Ford Motor Company conducted a recall for certain Ford Transit Vehicles that have the 360-degree camera system and vehicles equipped with a digital Rearview Camera System. Chinook RV records indicate that your Chinook Bayside falls under this recall.

When the vehicle is placed in reverse or when the 360 degree view is selected and available (during low-speed operation) you may intermittently experience a rear camera blue or black image on the SYNC screen. Once displayed, the rear camera blue or black image may persist for the remainder of the ignition ON cycle. Once present, the issue is likely to reoccur on subsequent key cycles. This loss of the rear camera image, while in reverse, increases the risk of a crash.

WHAT WILL YOUR DEALER DO?

Parts are now available to repair your vehicle. Ford Motor Company has authorized your local Ford dealer to replace the rear view camera free of charge (parts and labor). The time needed for this repair is less than one-half day.

WHAT SHOULD YOU DO?

Please call your local Ford dealer without delay and request a service date for Recall 23S48. Provide the dealer with your VIN, which is printed near your name at the beginning of this letter. If you do not already have a servicing dealer, you can access ford.com/support for dealer addresses, maps, and driving instructions.

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WHO SHOULD YOU CONTACT WITH FURTHER QUESTIONS OR CONCERNS?

If you have questions or concerns about this recall, please contact your local Ford dealer. You may also contact Chinook customer service at 1-574-584-3756.

If your dealer fails or is unable to remedy this defect without charge, or within a reasonable amount of time, you may submit a written complaint to:

Administrator
National Highway Traffic Safety Administration
1200 New Jersey AVE SE
Washington, DC 20590

You may also call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

WHAT IF YOU ARE A LESSOR?

Federal law requires that you forward a copy of this safety recall notice to the lessee within 10 days.

WHAT IF YOU HAVE ALREADY PAID FOR THIS REPAIR?

If you have previously paid for a repair that addresses the issue described in this letter, you still need to have this recall performed to ensure the correct parts were used. You may be eligible for a refund of previously paid repairs. Refunds will only be provided for service related to rear view camera replacement due to a blue or black SYNC screen image. To verify eligibility and expedite reimbursement, give your paid original receipt to your local Ford dealer.

WHAT IF YOU NO LONGER OWN THE VEHICLE?

If you no longer own the vehicle, please forward this notice to the new owner or provide the new owner's contact information to Chinook RV at info@chinookrv.com so that we can notify them of this recall.

We apologize for any inconvenience and thank you for your attention to this safety matter.

Sincerely,

A handwritten signature in black ink that reads "Jeff Butler".

Jeff Butler
General Manager