

CHINOOK
The Sports Car of Motorhomes **RV**



IMPORTANT SAFETY RECALL

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

November 22, 2023

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?

Ford Motor Company is working closely with its suppliers to produce parts for this repair. When parts become available, Chinook Motor Coach will notify you via mail to schedule a service appointment with your local Ford dealer for repairs to be completed free of charge (parts and labor). Ford Motor Company anticipates parts to be available in the second quarter of 2024.

WHAT SHOULD YOU DO?

When parts become available, Chinook Motor Coach will send a letter to inform you that parts are available and to contact your local Ford dealer to schedule a repair. 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?

Ford provided the general reimbursement plan for the cost of remedies paid for by vehicle owners prior to notification of a safety recall in May 2021. The ending date for reimbursement eligibility is estimated to be June 30, 2024.

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,

Jeff Butler
General Manager