

TECHNICAL SERVICE BULLETIN



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

Technical Service Bulletin: 51-1153
Ford Motor Company: 19B40

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

<<OWNER NAME/DEALERNAME>>
<<ADDRESS>>
<<CITY>>, <<ST>> <<ZIP-XXX>>

05/01/2020

This Notice applies to your vehicle VIN listed above.

Dear Forest River Customer:

Forest River is alerting you to an issue involving certain 2011-2014 Starcraft Starquest and Federal Coach Transit Buses. Please see the information below which describes the issue and provides you with details on the steps you should take to have your vehicle repaired.

WHAT IS THE ISSUE?

As per Ford Motor Company's Customer Satisfaction Program 19B40; The single engaging coast one way clutch (OWC) inside the transmission may experience a weld concern.

OWNERS: WHAT SHOULD YOU DO?

If your E-Series is a shuttle bus and the Primary Use is transporting individuals with unique mobility issues (e.g. handicapped, physically disabled, limited mobility, young children requiring adult supervision, medical transport services). Ford Motor Company has authorized your dealer to replace the coast clutch cylinder and replace the single engaging coast one way clutch (OWC) with a dual engaging OWC free of charge (parts and labor) under the terms of this program. For Ford Authorized Service Centers please visit www.fordowner.com.

HOW LONG WILL THE REMEDY PROCESS TAKE?

The estimated time of repair is one full day. 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.

DEALERS: WHAT SHOULD YOU DO?

See the attached service instructions.

MAY FORD ASSIST YOU FURTHER?

HELPFUL CONTACT INFORMATION:

CONTACT	PHONE
Ford Motor Company	(866) 436-7332

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 service bulletin, you may be eligible for a refund of previously paid repairs. Refunds will only be provided within the scope of this Technical Service Bulletin.

Please give your receipt to your Ford Dealer before February 21st, 2021.

Sincerely,

Forest River, Inc.
Engineer
Office of Corporate Compliance