

CUSTOMER SATISFACTION CAMPAIGN



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

Customer Service Campaign: 51-1267

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

<<VIN>>

<<OWNER NAME/DEALERNAME>>

<<ADDRESS>>

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

December 15, 2020

This Notice applies to your vehicle VIN listed above.

Dear Forest River Customer:

Forest River is alerting you to an issue involving 2021 Coachmen Beyond Class B Motorhome Recreational Vehicles. 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?

Per Ford, Campaign 20B31: The standard battery guard feature may timeout prematurely and shut off vehicle accessory power to non-Ford connected peripheral devices at around 15 to 20 minutes rather than the full standard battery guard timeout of 30 minutes on single battery equipped vehicles and 75 minutes on dual-battery equipped vehicles.

Note: The body control module (BCM) software update only benefits vehicles utilizing the auxiliary fuse panel or the customer connection point 2 to connect non-Ford peripheral devices.

Note: A shorted standard battery guard timeout may increase expected battery life.

OWNERS AND DEALERS: WHAT SHOULD YOU DO?

Please review; follow the notice that accompanies this letter.

Sincerely,

Keith Fisher

Forest River, Inc.

Engineer

Office of Corporate Compliance



Ford Motor Company
Ford Customer Service Division
P. O. Box 1904
Dearborn, Michigan 48121-1904



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COACHMEN RV
423 N MAIN ST
MIDDLEBURY, IN 46540-9218

August 2020

Customer Satisfaction Program 20B31

Your Vehicle Identification Number (VIN): See Listing

At Ford Motor Company, we are committed not only to building high quality, dependable products, but also to building a community of happy, satisfied customers. To demonstrate that commitment, we are providing a no-charge Customer Satisfaction Program for your vehicle with the VIN shown above.

Why are you receiving this notice?

On your vehicle, the standard battery guard (SBG) feature, typically used by specific third-party converters and upfitters, may not remain active for the period of time specified in the Ford Body & Equipment Mounting Manual (BEMM) after the vehicle is turned off. The standard battery guard feature is used to control accessory power to peripheral devices connected to the vehicle power supply by utilizing the auxiliary fuse panel. For dual-battery equipped vehicles, the standard battery guard can also control accessory power for the customer connection point 2 (CCP2).

What is the effect?

The standard battery guard feature may timeout prematurely and shut off vehicle accessory power to non-Ford connected peripheral devices at around 15 to 20 minutes rather than the full standard battery guard timeout of 30 minutes on single battery equipped vehicles and 75 minutes on dual-battery equipped vehicles.

NOTE: The body control module (BCM) software update only benefits vehicles utilizing the auxiliary fuse panel or the customer connection point 2 to connect non-Ford peripheral devices.

NOTE: A shorter standard battery guard timeout may increase expected battery life.

What will Ford and your dealer do?

If you desire the standard battery guard feature timeout be increased to the full standard battery guard feature timeout of 30 minutes on single battery equipped vehicles and 75 minutes on dual-battery equipped vehicles, Ford Motor Company has authorized your dealer to reprogram the body control module free of charge (parts and labor) under the terms of this program.

This Customer Satisfaction Program will be in effect until July 31, 2021 regardless of mileage. Coverage is automatically transferred to subsequent owners.

How long will it take?

The time needed for this repair is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

COVID-19 (CORONAVIRUS)

Ford dealerships have implemented enhanced protocols to ensure both your safety and the safety of dealership employees. This includes specific procedures for cleaning and disinfecting customer vehicles before and after each vehicle is serviced. In most places, vehicle service has been deemed a critical service. Please contact your local dealer to confirm current service hours. For more information on how Ford and your local dealer are working hard to keep you on the road during these challenging times, please visit owner.ford.com.

What should you do?

If you have converted or upfitted your vehicle and you want the standard battery guard feature timeout increased, please inform your dealer. Provide the dealer with the VIN of your vehicle to schedule a service appointment for Customer Satisfaction Program 20B31. The VIN is printed near your name at the beginning of this letter. Your dealer will reprogram the body control module free of charge (parts and labor).

The vehicle owner is responsible for making arrangements to have the work completed. Ford Motor Company can deny coverage for any vehicle damage that may result from the failure to have this service action performed on a timely basis. If you do not already have a servicing dealer, you can access www.owner.ford.com for dealer addresses, maps, and driving instructions.

NOTE: You can receive information about Recalls and Customer Satisfaction Programs through our FordPass App. The app can be downloaded through the App Store or Google Play. In addition there are other features such as reserving and paying for parking in certain locations and controlling certain functions on your vehicle (lock or unlock doors, remote start) if it is equipped to allow control.

What if you no longer own this vehicle?

If you no longer own this vehicle, and have an address for the current owner, please forward this letter to the new owner.

You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner.

Can we assist you further?

If you have difficulties getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.

RETAIL OWNERS: If you have questions or concerns, please contact our **Ford Customer Relationship Center at 1-866-436-7332** and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: www.Fordowner.com.

For the hearing impaired call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00AM – 8:00PM (Eastern Time).

FLEET OWNERS: If you have questions or concerns, please contact our **Fleet Customer Information Center at 1-800-34-FLEET**, choose Option #3, and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: www.fleet.ford.com.

Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

MOTORHOME OWNERS: If you have questions or concerns, please contact our **Motorhome Customer Assistance Center toll free at 1-866-906-9811**. Representatives are available 24 hours a day.

Thank you for your attention to this important matter.

Ford Customer Service Division