

Customer Notification



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

Customer Notification: 51-1278

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

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

January 11, 2021

This Notice applies to your vehicle VIN listed above.

Dear Forest River Customer:

Forest River is alerting you to a Ford Recall 20V413 involving certain 2021 StarCraft Transit Buses and 2019 Rockport Work Trucks. 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 Recall 20V413, The affected vehicles may have a missing under body heat shield, thermal insulator patch under the floor mat, or covers for the seat bolts and the seat pedestal. This may cause elevated temperatures on the interior cabin floor or seat attachments during certain high load and high ambient temperature driving conditions. Contact with exposed skin at these locations could cause skin irritation and/or a minor burn.

OWNERS: WHAT SHOULD YOU DO?

Please contact your Ford Dealer to arrange an appointment to have the engine cover inspected.

DEALERS: WHAT SHOULD YOU DO?

DO NOT DEMONSTRATE OR DELIVER any new in-stock vehicles involved in this safety recall. A complete Dealer Bulletin will be provided to dealers when parts are available to support this safety recall.

Ford Motor Company
330 Town Center Drive
Suite 500
Dearborn, MI 48126
(866) 436-7332

Sincerely,
Keith Fisher
Forest River, Inc.
Office of Corporate Compliance



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



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A/1/000001/0001



JOHN A. SAMPLE
123 SAMPLE ST
SAMPLE CITY, MI 12345-6789

September 2020

*** IMPORTANT SAFETY RECALL ***

Safety Recall Notice 20S36 / NHTSA Recall 20V-413

2021 F-650 Ford Truck
Your Vehicle Identification Number (VIN): [REDACTED]

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Ford Motor Company has decided that a defect which relates to motor vehicle safety exists in your vehicle, with the VIN shown above. We apologize for this situation and want to assure you that, with your assistance, we will correct this condition. Our commitment, together with your dealer, is to provide you with the highest level of service and support.

What is the issue? On your vehicle, certain heat protection components for the cab may not have been installed, including an underbody heat shield, a thermal insulator patch under the floor mat, or covers for seat bolts and the seat pedestal.

What is the risk? This may result in elevated temperatures at locations on the interior cabin floor or seat attachments during high load and high ambient temperature driving conditions. There is a risk of injury if there is contact with exposed skin at these locations. There is a risk of skin irritation and/or a minor burn.

What will Ford and your dealer do? Parts are now available to repair your vehicle. Ford Motor Company has authorized your dealer to install a thermal insulator patch under the floor mat. Inspect for an underbody heat shield, covers for seat bolts and the seat pedestal. If necessary, the parts will be installed free of charge (parts and labor).

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.

What should you do? Please call your dealer without delay and request a service date for Recall 20S36. Provide the dealer with your VIN, which is printed near your name at the beginning of this letter. Ford has not issued instructions to stop driving your vehicle under this safety recall. You should contact your dealer for an appointment to have your vehicle remedied as soon as practicable. You can continue to safely drive your vehicle. If you do not already have a servicing dealer, you can access www.owner.ford.com for dealer addresses, maps, and driving instructions. Ford Motor Company wants you to have this safety recall completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed. **Please note: Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.**

**What should you do?
(continued)**

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.

**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 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 government regulations require that notification be sent to the last known owner of record. Our records are based primarily on state registration and title data, which 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.owner.ford.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).

If you are still having difficulty getting your vehicle repaired in a reasonable time or without charge, you may write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave. S.E., Washington, D.C. 20590 or call the toll free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153) or go to www.safercar.gov. Reference NHTSA Safety Recall 20V-413.

Thank you for your attention to this important matter.

Ford Customer Service Division