

Customer Notification



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

Customer Notification: 51-1370

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

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

June 18, 2021

This Notice applies to your vehicle VIN listed above.

Dear Forest River Customer:

Forest River is alerting you to a Ford Recall 21V202 involving certain 2021 through 2022 Encore, Pursuit, Mirada, FR3 and Georgetown Class A 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 Motor Company Recall 21V202, On your vehicle, the rear axle may contain an inadequate volume of lubricating oil. An inadequate volume of rear axle lubricant may result in rear wheel bearing damage potentially leading to bearing seizure. Bearing seizure may lead to rear axle or driveshaft failure. A rear axle or driveshaft failure may result in loss of vehicle motive power, loss of transmission park function, and loss of parking brake function, increasing the risk of a crash.

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

May 2021

*** * * IMPORTANT SAFETY RECALL * * ***

Safety Recall Notice 21S17 / NHTSA Recall 21V202

Mr. John Sample
123 Main Street
Anywhere, USA 12345

Your Vehicle Identification Number (VIN): 12345678901234567

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, which was built on a chassis supplied by Ford, 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, the rear axle may contain an inadequate volume of lubricating oil.

What is the risk? An inadequate volume of rear axle lubricant may result in rear wheel bearing damage potentially leading to bearing seizure. Bearing seizure may lead to rear axle or driveshaft failure. A rear axle or driveshaft failure may result in loss of vehicle motive power, loss of transmission park function, and loss of parking brake function, increasing the risk of a crash.

What will Ford and your dealer do? Ford Motor Company has authorized your dealer to inspect and perform the actions listed below, depending on the vehicle mileage and part availability, free of charge (parts and labor).

- If 5 miles or less are on the odometer, check and top off the rear axle lubricant.
- If greater than 5 miles on the odometer and Ford parts are available, replace the rear axle wheel bearings and seals, and drain and refill the axle with new lubricant.
- If greater than 5 miles on the odometer and Ford parts are not available, an interim service procedure will be performed.
- A follow-up service appointment will be required when Ford parts become available.

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. In addition, your vehicle may require an inspection to determine if parts need to be ordered.

What should you do? Please call your dealer without delay and request a service date for Recall 21S17. 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 unless you notice an odor, hear metallic grinding or whining sounds from the rear of the vehicle or perceive vehicle drag. If any of these symptoms are noticed, contact your dealer.

If you do not already have a servicing dealer, you can access 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. Ford Motor Company can deny coverage for any vehicle damage that may result from the failure to have this recall performed on a timely basis. Therefore, please have this recall performed as soon as possible.

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.

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 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.

Do you need a rental vehicle?

If your dealer determines that bearing replacement is required and needs your vehicle overnight, your dealer is authorized to provide a rental vehicle for your personal transportation at no charge (except for fuel and insurance) while your vehicle is at the dealership for repairs. Please see your dealer for guidelines and limitations.

Have you previously 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 and procedures were used.

You may be eligible for a refund of previously paid repairs. Refunds will only be provided for service related to inadequate rear axle fluid lubrication failures. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer.

**Have you previously
paid for this repair?
(continued)**

Refund requests may also be sent directly to Ford Motor Company. To request your refund from Ford, send the refund request with all required documentation, including your original repair receipt (no photocopies), to Ford Motor Company at P.O. Box 6251, Dearborn, Michigan 48121-6251. Refund requests mailed to this address may take up to 60 days to process. Your original receipt will be returned to you.

Detailed information regarding eligibility for Ford's reimbursement program and documentation requirements may be obtained by contacting the Ford Customer Relationship Center at 1-866-436-7332.

**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: 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: 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.

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 safercar.gov. Reference NHTSA Safety Recall 21V202.

Thank you for your attention to this important matter.

Ford Customer Service Division