

Customer Notification



Corporate Compliance
Po Box 30
Middlebury, Indiana 46540-9218

FR ID: 51-1564
FORD RECALL: 22S62
NHTSA RECALL: 22V731

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

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

March 2023

This Notice applies to your vehicle VIN listed above.

Dear Forest River Customer:

Forest River is alerting you to a Ford Recall 22S62 involving certain 2021-2022 Georgetown, FR3 and Coachmen Encore and 2021-2023 Coachmen Mirada and Pursuit Class A 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?

In some of the affected vehicles, the rear stabilizer bar attachment bracket(s) weld-nuts may not be capable of supporting the required joint torque for this application and may have been damaged during the assembly process. During vehicle usage, the weld nuts attaching the rear stabilizer bracket may loosen, and the attachment bracket may break and/or the attachment bolts and the bracket may separate from the vehicle. It is possible that this may result in a road debris hazard.

OWNERS AND DEALERS WHAT SHOULD YOU DO?

Parts are now available to repair your vehicle. Ford Motor Company has authorized your dealer to replace the rear stabilizer bar brackets free of charge (parts and labor). Please see the attached notice from Ford Motor Company.

Sincerely,

Forest River
Office of Corporate Compliance



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

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

March 2023

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

Safety Recall Notice 22S62 / NHTSA Recall 22V731 2021

Motorhome Chassis

Your Vehicle Identification Number (VIN):



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 with 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, the rear stabilizer bar attachment bracket(s) may break and separate from the vehicle during usage. |
| What is the risk? | If the rear stabilizer bar attachment bracket(s) break or separate from the vehicle, the driver will not experience a sudden change in vehicle dynamics and the vehicle will remain stable. However, a separation of the attachment bracket while driving can create a potential road hazard for other road users, increasing the risk of a crash. |
| What will Ford and your dealer do? | <u>Parts are now available to repair your vehicle.</u> Ford Motor Company has authorized your dealer to replace the rear stabilizer bar brackets free of charge (parts and labor). |
| How long will it take? | The time needed for this repair is less than half a day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time. |
| What should you do? | <p>Please call your dealer without delay and request a service date for Recall 22S62. Provide the dealer with your VIN, which is printed near your name at the beginning of this letter.</p> <p>Ford <u>has not</u> 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.</p> <p>If you do not already have a servicing dealer, you can access ford.com/support for dealer addresses, maps, and driving instructions.</p> <p>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.</p> <p>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.</p> <p>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.</p> |

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 were used.

You may be eligible for a refund of previously paid repairs. Refunds will only be provided for service related to replacement of the rear stabilizer bar brackets. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer.

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: ford.com/support.

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 Ford Pro Contact Center at 1-800-34-FLEET, choose Option #1, 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: 7:00AM - 11:00PM and Saturday 7:00AM – 5:00PM (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 NHTSA.gov. Reference NHTSA Safety Recall 22V731.

Thank you for your attention to this important matter.

Ford Customer Service Division