

Customer Notification



Corporate Compliance
Po Box 30
MIDDLEBURY, INDIANA 46540-9218

FR ID: 51-1569
FORD RECALL 22V792 / 22S68

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

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

June 2023

This Notice applies to your vehicle VIN listed above.

Dear Forest River Customer:

Forest River is alerting you to a Ford Recall 22S68/22V792, involving certain 2023 Entrada, Forester and Sunseeker Class C 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 DEFECT/NONCOMPLIANCE?

On a small number of vehicles, the bolts that attach the brake rotor to the rear wheel-hub may not have been tightened correctly. As result, the brake rotor could slip and fracture. If this happens, a wheel could separate from the vehicle. Note: This problem may cause the ABS warning lamp to turn on, and a vibration while braking.

EVALUATION OF THE RISK TO THE VEHICLE AND OPERATOR(S) RELATED TO THE RECALL.

A wheel separation could cause a loss of control and increase the risk of a crash. A wheel that separates could also hit another person or vehicle.

WHAT IS FORD GOING TO DO?

Limited parts are now available to repair your vehicle. Ford Motor Company has authorized your dealer to inspect and repair the rear axle free of charge (parts and labor).

WHAT SHOULD YOU DO?

Please call your dealer without delay and request a service date for Recall 22S68. Provide the dealer with your VIN which is printed near your name at the beginning of this letter. See attached notice.

Sincerely,

Forest River
Office of Corporate Compliance



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

April 2023

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

Safety Recall Notice 22S68 / NHTSA Recall 22V792

2023 E-450 Econoline

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 that relates to motor vehicle safety exists in your vehicle, which may also have been 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.

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|-------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| What is the issue? | On your vehicle, it may be possible the rotor/hub assembly bolt was improperly torqued. |
| What is the risk? | This may result in a loss of wheel attachment during hard acceleration or hard brake application events, increasing the risk of a crash. |
| What will Ford and your dealer do? | <u>Limited parts are now available to repair your vehicle.</u> Ford Motor Company has authorized your dealer to inspect and repair the rear axle 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? | <p>Please call your dealer without delay and request a service date for Recall 22S68. 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> |
| 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. |

Have you previously paid for this repair? (continued)

You may be eligible for a refund of previously paid repairs. 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: 8:00 AM – 8:00 PM (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: 7:00 AM – 11:00 PM and Saturday 7:00 AM – 5:00 PM (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 22V792.

Thank you for your attention to this important matter.

Ford Customer Service Division