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Red Bay, Alabama 35582  
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**VIN:**

**Ford Special Field Service Action 23L02**

June 28, 2023

**Addition to Ford Owner's Manual**

Dear Tiffin Motorhome Customer,

**Please see the enclosed letter** from Ford Motor Company about a special field service action Ford released that is applicable for the VIN listed above. For any questions regarding this issue, please contact Ford Motor Company's Motorhome Customer Assistance Center at 1-866-906-9811. Representatives are available 24 hours a day.

Thank you for your attention to this matter,

Tiffin Motorhomes Recall Department



Ford Motor Company  
División de Servicio al Cliente de Ford  
P. O. Box 1904  
Dearborn, Michigan 48121



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F/24314/107645/6079



Junio de 2023

TIFFIN MOTOR HOMES INC  
BB596 GOLDEN ROAD  
RED BAY, AL 35582

Acción en campo especial 23L02

2023 Transit

Número de identificación del vehículo (VIN): ~~1FDRU0P02PKA05729~~

Nos ha llamado la atención que en el Manual del propietario de su vehículo, con el VIN que aparece arriba, no se incluyen instrucciones sobre el funcionamiento del interruptor de activación/desactivación de la bolsa de aire del pasajero. Nos disculpamos por las molestias y deseamos corregir esta condición. Nuestro compromiso, junto con el de su distribuidor, es ofrecerle servicio y apoyo de alto nivel.

**¿Cuál es el problema?**

En todos los vehículos afectados, el Manual del propietario impreso no incluye instrucciones sobre cómo utilizar el interruptor de activación/desactivación de la bolsa de aire del pasajero. El interruptor de activación/desactivación de la bolsa de aire del pasajero y del indicador de estado de la bolsa de aire del pasajero funcionan según lo previsto.

**¿Qué debe hacer?**

Inserte el Anexo del Manual del propietario en el Manual del propietario, el cual se adjunta en esta carta. No es necesario que visite al distribuidor. A través de FordPass y en el sitio web de Ford también se encuentra disponible la información sobre la desactivación de la bolsa de aire del pasajero.

**¿Qué pasa si usted ya no es el propietario del vehículo?**

Si usted ya no es el propietario del vehículo y tiene la dirección del propietario actual, le solicitamos que le reenvíe esta carta.

Este aviso lo recibió porque en nuestros archivos, basados principalmente en datos de registro y propiedad de los EE. UU., aparece usted como el propietario actual.

**¿Podemos hacer algo más por usted?**

**PROPIETARIOS MINORISTAS:** Si tiene dudas o preguntas, comuníquese con nuestro **Centro de Relación con Clientes Ford al 1-866-436-7332** y uno de nuestros representantes con gusto lo atenderá. Si desea comunicarse con nosotros a través de Internet, nuestra dirección es [ford.com/support](http://ford.com/support).

Las personas con problemas de audición pueden llamar al 1-800-232-5952 (TDD). Los representantes atienden de lunes a viernes, de 8:00 a.m. a 8:00 p.m. (hora del este).

**PROPIETARIOS DE FLOTAS:** Si tiene dudas o preguntas, comuníquese con nuestro **Centro de contacto de Ford Pro al 1-800-34-FLEET**, elija la opción n.º 1 y uno de nuestros representantes con gusto lo atenderá. Si desea comunicarse con nosotros a través de Internet, nuestra dirección es [fleet.ford.com](http://fleet.ford.com).

Los representantes atienden de lunes a viernes, de 7:00 a.m. a 11:00 p.m. y sábado de 7:00 a.m. a 5:00 p.m. (hora del este).

Gracias por su atención en este asunto sumamente importante.

Atentamente,

Ford, División de Servicio al Cliente



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



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F/24313/107645/6079



June 2023

TIFFIN MOTOR HOMES INC  
BB596 GOLDEN ROAD  
RED BAY, AL 35582

Special Field Action 23L02

2023 Transit

Your Vehicle Identification Number (VIN): ~~1FDRU8PG2PKA05720~~

It has come to our attention that the Owner's Manual for your vehicle, with the VIN shown above, does not have instructions on operation of the Passenger Airbag ON/OFF switch. We apologize for this inconvenience and want to 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?** In all the affected vehicles, the printed Owner's Manual does not have instructions on how to operate the Passenger Airbag ON/OFF switch. The Passenger Airbag ON/OFF switch and the Passenger Airbag Status Indicator function as designed.

**What should you do?** Insert the Owner's Manual Addendum provided with this letter into your Owner's Manual. You do not need to visit your dealer. The Passenger Airbag Deactivation information is also available through FordPass and on the Ford website.

**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?** 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](http://ford.com/support).

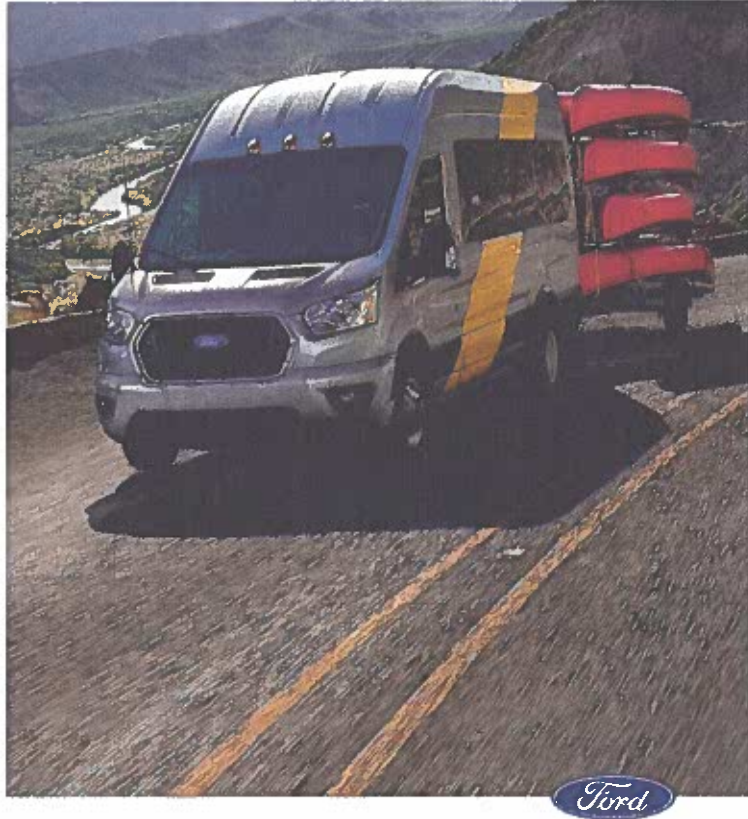
For the hearing impaired, call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00 AM – 8:00 PM (Eastern Time).

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](http://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).

Thank you for your attention to this important matter.

Sincerely,  
Ford Customer Service Division



**Transit Owner's Manual Addendum**

The information in this addendum supplements the information contained in the following:

- Transit Owner's Manual (202107).
- Transit Owner's Manual (202203).

The information contained in this publication was correct at the time of going to print. In the interest of continuous development, we reserve the right to change specifications, design or equipment at any time without notice or obligation. No part of this publication may be reproduced, transmitted, stored in a retrieval system or translated into any language in any form by any means without our written permission. Errors and omissions excepted.

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Part Number: CG4006en-202303-20230320141410

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**Airbags**

**SWITCHING THE PASSENGER AIRBAG ON AND OFF**

- WARNING:** Even with advanced restraints systems, properly restrain children 12 and under in a rear seating position. Failure to follow this could seriously increase the risk of injury or death.
- WARNING:** The front passenger airbag is not designed to offer protection to an occupant in the center seating position.
- WARNING:** Your vehicle may have an airbag deactivation switch. Before driving, always look at the switch to make sure it is in the appropriate position. Failure to put the switch in the proper position can increase the risk of serious injury or death in a crash.



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The front passenger airbag on and off switch has indicators that illuminate, indicating that the front passenger frontal airbag is either on or off. The indicators are near the center of the instrument panel.

**Note:** The indicators illuminate for a short period of time when you switch the ignition on to confirm it is functional.

Switch Position	Passenger Airbag Status Indicator	Passenger Airbag
Off	OFF: Illuminated	Disabled
	ON: Not Illuminated	
On	OFF: Not Illuminated	Enabled
	ON: Illuminated	

**Switching the Passenger Airbag Off**

- WARNING:** If the light does not illuminate when the passenger airbag switch is off and you switch the ignition on, have the passenger airbag switch serviced immediately by a qualified technician.

**WARNING:** To avoid switching on the airbag, always remove the ignition key with the switch in the off position.

**WARNING:** If your vehicle has rear seats, always transport children who are 12 and younger in the rear seat. Always use seatbelts and child restraints properly. Do not place a child in a rear facing infant seat in the front seat unless

your vehicle is equipped with an airbag on and off switch and the passenger airbag is turned off. This is because the back of the infant seat is too close to the inflating airbag and the risk of a fatal injury to the infant when the airbag inflates is substantial.

The passenger airbag on and off switch is in the glovebox.



1. Insert the ignition key, turn the switch to OFF and hold in OFF while removing the key.
2. When you switch the ignition on, the passenger airbag off light illuminates briefly, momentarily shuts off and then switches back on. This indicates that the passenger airbag is deactivated.

**Switching the Passenger Airbag On**

**WARNING:** The seatbelts for the driver and right front passenger seating positions are specifically designed to operate together with the airbags in certain types of crashes. When you switch off your airbag, you not only lose

the protection of the airbag, you also may reduce the effectiveness of your seatbelt system. If the passenger does not meet the requirements stated in the National Highway Traffic Safety Administration or Transport Canada deactivation criteria, switching off the airbag can increase the risk of serious injury or death in a crash.

**WARNING:** If your vehicle has rear seats, always transport children who are 12 and younger in the rear seat. Always use seatbelts and child restraints properly. Do not place a child in a rear facing infant seat in the front seat unless your vehicle is equipped with an airbag on and off switch and the passenger airbag is turned off. This is because the back of the infant seat is too close to the inflating airbag and the risk of a fatal injury to the infant when the airbag inflates is substantial.

**WARNING:** If the passenger airbag off light is illuminated when the passenger airbag switch is on and the ignition is on, have the passenger airbag switch serviced immediately by a qualified technician.

The passenger airbag remains off until you switch it back on.

- The vehicle has no rear seat
  - The vehicle has a rear seat too small to accommodate a rear-facing infant seat.
  - The infant has a medical condition which, according to the infant's physician, makes it necessary for the infant to ride in the front so that the driver can constantly monitor the child's condition.
- 2. Children age 1 to 12.** Children age 1 to 12 must ride in the front seat because:
- The vehicle has no rear seat.
  - Although children ages 1 to 12 ride in the rear seat(s) whenever possible, children ages 1 to 12 sometimes must ride in the front because no space is available in the rear seat(s) of your vehicle.
  - The child has a medical condition which, according to the child's physician, makes it necessary for the child to ride in the front seat so that the driver can constantly monitor the child's condition.
- 3. Medical condition.** A passenger has a medical condition which, according to his or her physician:
- Causes the passenger airbag to pose a special risk for the passenger.
  - Makes the potential harm from the passenger airbag in a crash greater than the potential harm from turning off the airbag and allowing the passenger, even if belted, to hit the dashboard or windshield in a crash.

**Transport Canada Deactivation Criteria-Canada Only**

**WARNING:** This vehicle has special energy management seatbelts for the driver and right front passenger. These particular seatbelts are specifically designed to work with airbags to help reduce the risk of injury in a crash. The energy management seatbelt gives or releases additional seatbelt webbing in some accidents to reduce the concentration of force on an occupant's chest and to reduce the risk of certain bone fractures and injuries to underlying organs. In a crash, if the airbag is off, this energy management seatbelt might permit the passenger wearing the seatbelt to move forward enough to have a serious or fatal injury. The more severe the crash, and the heavier the occupant, the greater the risk. Make sure the airbag is on for any passenger who does not qualify under the Transport Canada deactivation criteria.

**1. Infant:** An infant, less than 1 year old, must ride in the front seat because:

- The vehicle has no rear seat.
- The rear seat in my vehicle cannot accommodate a rear-facing infant seat.
- The infant has a medical condition which, according to the infant's physician, makes it necessary for the infant to ride in the front seat so that the driver can monitor the infant's condition.

**2. Children age 12 or under:** Children age 12 or under must ride in the front seat because:



1. Insert the ignition key and turn the switch to ON.
2. The passenger airbag off light briefly illuminates when you switch the ignition on. This indicates that the passenger airbag is operational.

The passenger side airbag should always be on, and the passenger airbag off light should not be illuminated, unless the passenger is a person who meets the requirements stated either in Category 1, 2 or 3 of the National Highway Traffic Safety Administration or Transport Canada deactivation criteria which follows.

The vast majority of drivers and passengers are much safer with an airbag than without. To do their job and reduce the risk of life threatening injuries, airbags must open with great force, and this force can pose a potentially deadly risk in some situations, particularly in a front seat occupant is not properly buckled up. The most effective way to reduce the risk of unnecessary airbag injuries without reducing the overall safety of the vehicle is to make sure all occupants are properly restrained in the vehicle, especially in the front seat. This provides the protection of seatbelts and permits the airbags to provide the additional protection they were

designed to provide. If you choose to deactivate your airbag, you are losing the very significant risk reducing benefits of the airbag and you are also reducing the effectiveness of the seatbelts. Seatbelts in modern vehicles are designed to work as a safety system with the airbags.

**National Highway Traffic Safety Administration Deactivation Criteria-Excluding Canada**

**WARNING:** This vehicle has special energy management seatbelts for the driver and right front passenger. These particular seatbelts are specifically designed to work with airbags to help reduce the risk of injury in a crash. The energy management seatbelt gives or releases additional seatbelt webbing in some accidents to reduce the concentration of force on an occupant's chest and to reduce the risk of certain bone fractures and injuries to underlying organs. In a crash, if the airbag is off, this energy management seatbelt might permit the passenger wearing the seatbelt to move forward enough to have a serious or fatal injury. The more severe the crash, and the heavier the occupant, the greater the risk. Make sure the airbag is on for any passenger who does not qualify under the National Highway Traffic Safety Administration deactivation criteria.

**1. Infant.** An infant, less than 1 year old, must ride in the front seat because:

- The vehicle has no rear seat.
  - Although children age 12 and under ride in the rear seat whenever possible, children age 12 and under have no option but to sometimes ride in the front seat because rear seat space is insufficient.
  - The child has a medical condition that, according to the child's physician, makes it necessary for the child to ride in the front seat so that the driver can monitor the child's condition.
- 3. Medical condition:** A passenger has a medical condition that, according to his or her physician:
- Poses a special risk for the passenger if the airbag deploys.
  - Makes the potential harm from the passenger airbag deployment greater than the potential harm from turning off the airbag and experiencing a crash without the protection offered by the airbag.