

105 Second Street NW
Red Bay, Alabama 35582
tiffinmotorhomes.com



Phone: 256-356-8661
Fax: 256-356-8219
info@tiffinmotorhomes.com

VIN:

Ford NHTSA Recall # 23V-510
Ford Safety Recall Notice 23C24

November 14, 2023

Ford F-53 Chassis Smart Data Link Connector Module Corrosion

Dear Tiffin Motorhome Customer,

Please see the enclosed letter from Ford Motor Company about a safety recall Ford released that is applicable for the VIN listed above. For any questions regarding this safety recall, 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
 Ford Customer Service Division
 P. O. Box 1904
 Dearborn, Michigan 48121-1904



771065596351

95/000000019/19



TIFFIN MOTORHOMES INC
 105 2ND ST NW
 RED BAY, AL 35582-3859

October 2023

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

Compliance Recall Notice 23C24 / NHTSA Recall 23V510

Your Vehicle Identification Number (VIN): See Listing

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Ford Motor Company has decided that your vehicle, *which was built on a chassis supplied by Ford* with the VIN shown above, fails to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 101, Controls and Displays, and FMVSS No. 105, Hydraulic and Electric Brake Systems.

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?** Affected vehicles have a Smart Data Link Connector module that may have been exposed to moisture, potentially leading to corrosion in the module, connector and wire harness. The resulting corrosion may interfere with the vehicle's Controller Area Network (CAN) communication. As a result, the Instrument Panel Cluster may be inoperative when installed by the vehicle upfitter or another vehicle modifier.
- What is the risk?** An inoperative Instrument Panel Cluster does not provide safety-related information to the driver and increases the risk of a crash.
- What will Ford and your dealer do?** Parts are now available to repair your vehicle. Ford Motor Company has authorized your dealer to replace the SDLC module and splice in the pigtail connector. If corrosion is present on the wires beyond the splicing point, which is approximately 30 cm pigtail length, the dealership will replace the entire wire harness. If the rubber cover for the SDLC connector is missing, it also will be replaced 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 23C24. 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 compliance recall. You should contact your dealer for an appointment to have your vehicle remedied as soon as practicable.

If you do not already have a servicing dealer, you can access ford.com/support for dealer addresses, maps, and driving instructions.

Ford Motor Company wants you to have this compliance 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.

**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 parking in certain locations and controlling certain functions on your vehicle (lock or unlock doors, remote start) if it is equipped to allow control.

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 SDLC module replacement. 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 23V510.

Thank you for your attention to this important matter.

Ford Customer Service Division