

Customer Notification



Corporate Compliance
Po Box 30
MIDDLEBURY, INDIANA 46540-9218

FR ID: 51-1739

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

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

March 2024

This Notice applies to your vehicle VIN listed above.

Pursuant to USC49CFR §577.13 – Notification to Dealerships and Distributors – Paragraph B

“It is a violation of Federal Law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by the notification under a sale or lease until the defect or noncompliance is remedied. Substantial civil penalties apply to violations of this law.”

–Forest River motorized and towable products are contained in this section–

Forest River is alerting you to a Ford Recall 24S05, 24V102 involving certain 2024 East to West Alita ATC23TKFT 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 ISSUE?

In the affected vehicles, insufficient rear axle lubricant fill volume may result in an inadequate coating of the rear axle pinion bearing, potentially leading to overheat and bearing seizure. In the event of rear axle bearing seizure, customers may experience rear wheel lock-up and possible driveshaft separation, resulting in loss of vehicle control or loss of vehicle motive power. Driveshaft separation may result in unintended vehicle movement while the vehicle is in Park if the parking brake is not applied. These conditions increase the risk of crash or injury.

OWNERS AND DEALERS: WHAT SHOULD YOU DO?

Please review and follow the notice that accompanies this letter.

Sincerely,

Forest River
Office of Corporate Compliance



Stacy L. Balzer
 Director
 Service Engineering Operations
 Ford Customer Service Division

Ford Motor Company
 PO Box 1904
 Dearborn, Michigan 48121

February 13, 2024

TO: All U.S. Ford and Lincoln Dealers

**SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD -
 Safety Recall 24S05**

Certain 2023-2024 Model Year Transit Vehicles Equipped with a 9.75 Rear Axle
 Rear Axle Pinion Bearing Lubrication

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Transit	2023-2024	Kansas City	May 05, 2023 through November 30, 2023

US population of affected vehicles: 76,015. Affected vehicles are identified in OASIS and FSA VIN Lists.

Note: Some vehicles may be in the process of being repaired at the plant. Monitor OASIS before opening an RO and/or beginning a repair. Parts purchased for an FSA can be returned for credit if required. See the EXCESS STOCK RETURN details in Labor Allowances and Parts Ordering Information for more information.

REASON FOR THIS SAFETY RECALL

In the affected vehicles, insufficient rear axle lubricant fill volume may result in an inadequate coating of the rear axle pinion bearing, potentially leading to overheat and bearing seizure. In the event of rear axle bearing seizure, customers may experience rear wheel lock-up and possible driveshaft separation, resulting in loss of vehicle control or loss of vehicle motive power. Driveshaft separation may result in unintended vehicle movement while the vehicle is in Park if the parking brake is not applied. These conditions increase the risk of crash or injury.

SERVICE ACTION

Unsold vehicles:

- Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to:
 - Follow the Technical Instructions.
 - **Note:** Add up to approximately one (1) quart of gear fluid to every vehicle.
 - This service must be performed on all affected vehicles at no charge to the vehicle owner.
 - For new vehicle storage guidelines, refer to EFC13033, Storage Guidelines for New Vehicles.

Customer owned vehicles:

- Follow the Technical Instructions – **future repairs may be necessary based on inspection.**
- Due to part constraints, a Dealer Bulletin Supplement will be provided to dealers when it is anticipated that the complete parts ordering information and repair instructions will be available to support this safety recall.

SERVICE ACTION (continued)

To assist vehicle owners to have this repair completed when parts are available, dealers should:

- Arrange to pick up the owner's vehicle and drive it to the dealership for the repairs available.
 - Re-deliver the owner's vehicle to the owner when available repairs are completed.
- Pick-Up & Delivery, should be made available for all customers. Refer to the Claiming Sections for further details.

ESSENTIAL SPECIAL SERVICE TOOLS

For special service tools, contact 1-800 ROTUNDA / option 3 to place an order for purchase.

OWNER NOTIFICATION MAILING SCHEDULE

Owners of record will be notified via first-class mail after full repair instructions and parts ordering information have been provided to dealers.

PLEASE NOTE:

Federal law requires dealers to complete this recall service before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a dealer could result in a civil penalty of up to \$27,168 per vehicle. Correct all vehicles in your new vehicle inventory before delivery.

ATTACHMENTS

- Administrative Information
- Labor Allowances and Parts Ordering Information
- Technical Instructions
- Mobile Service Repair Assessment
- Vehicle Pick-Up & Delivery Record
- Owner Notification Letters – Full Remedy Not Available
- Recall Reimbursement Plan

QUESTIONS & ASSISTANCE

For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site. The SSSC Web Contact Site can be accessed through the Professional Technician System (PTS) website using the SSSC link listed at the bottom of the OASIS VIN report screen or listed under the SSSC tab.

Sincerely,



Stacy L. Balzer

Safety Recall 24S05

MOBILE SERVICE REPAIR ASSESSMENT LEVEL

 - Not a Mobile Service Repair

OASIS ACTIVATION

OASIS will be activated on February 13, 2024.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on February 13, 2024. Owner names and addresses will be available by March 15, 2024.

NOTE: Your FSA VIN Lists may contain owner names and addresses obtained from motor vehicle registration records. The use of such motor vehicle registration data for any purpose other than in connection with this recall is a violation of law in several states, provinces, and countries. Accordingly, you must limit the use of this listing to the follow-up necessary to complete this recall.

SOLD VEHICLES

- Ford has not issued instructions to stop selling/delivering or driving used vehicles under this safety recall. Owners should contact their dealers for an appointment to have their vehicles remedied as soon as practicable.
- Immediately contact any of your affected customers whose vehicles are not on your VIN list but are identified in OASIS. Give the customer a copy of the Owner Notification Letter (when available) and schedule a service date.
- Correct other affected vehicles identified in OASIS which are brought to your dealership.
- Dealers are to prioritize repairs of customer vehicles over repairs of new and used vehicle inventory.

STOCK VEHICLES

- Correct all affected units in your new vehicle inventory before delivery.
- Use OASIS to identify any affected vehicles in your used vehicle inventory.

DEALER-OPERATED RENTAL VEHICLES

The Fixing America's Surface Transportation (FAST) Act law effective June 2016 prohibits a rental company from selling, renting, or leasing vehicles subject to a safety or compliance recall. Please consult your legal counsel for legal advice.

BRANDED / SALVAGED TITLE VEHICLES

Affected branded / salvaged title vehicles are eligible for this recall.

Safety Recall 24S05

OWNER REFUNDS

- **This safety recall must still be performed, even if the owner has paid for a previous repair. Claiming a refund will not close the recall on the vehicle.**
- Ford Motor Company is offering a refund for owner-paid repairs covered by this recall if the repair was performed before the date indicated in the reimbursement plan, which is posted with this bulletin. Owners are directed to seek reimbursement through authorized dealers or, at their option, directly through Ford Motor Company at PO Box 6251, Dearborn, MI 48121-6251.
- Dealers are also pre-approved to refund owner-paid emergency repairs that were performed away from an authorized servicing dealer after the end date specified in the reimbursement plan. Non-covered repairs, or those judged by Ford to be excessive, will not be reimbursed.
- Refunds will only be provided for the cost associated with rear axle pinion bearing failure.

RENTAL VEHICLES

Rental vehicles are not approved for this program.

TOWING

If towing is required, dealers are authorized to claim up to a maximum value of \$250 to provide towing services for this program. See Provision for Towing section below for more information.

- **Restriction:** towing will only be provided for vehicles with a rear axle pinion bearing failure that cannot be driven.

ADDITIONAL REPAIR (LABOR TIME AND/OR PARTS)

Additional repairs identified as necessary to complete the FSA should be managed as follows:

- For related damage and access time requirements, refer to the Warranty and Policy Manual / Section 6 – Ford & Lincoln Program Policies / General Information & Special Circumstances for FSAs / Related Damage.
- For vehicles within new vehicle bumper-to-bumper warranty coverage, no SSSC approval is required, although related damage must be on a separate repair line with the “Related Damage” radio button checked.
 - Ford vehicles – 3 years or 36,000 miles
- For vehicles outside new vehicle bumper-to-bumper warranty coverage, submit an Approval Request to the SSSC Web Contact Site before completing the repair.

CLAIMS PREPARATION AND SUBMISSION

- **Claim Entry:** Enter claims using Dealer Management System (DMS) or One Warranty Solution (OWS) online.
 - When entering claims, select claim type 31: Field Service Action. The FSA number **24S05** is the subcode.
 - For additional claims preparation and submission information, refer to the Recall and Customer Satisfaction Program (CSP) Repairs in the OWS User Guide.
- **Related Damage/Additional labor and/or parts:** Must be claimed as Related Damage on a separate repair line from the FSA with the same claim type and subcode as described in Claim Entry above.

IMPORTANT: Click the Related Damage Indicator radio button.

Safety Recall 24S05

CLAIMS PREPARATION AND SUBMISSION

- **Refunds:** Submit refunds on a separate repair line.
 - Program Code: 24S05
 - Misc. Expense: ADMIN
 - Misc. Expense: REFUND
 - Misc. Expense: 0.2 Hrs.
- Multiple refunds should be submitted on one repair line and the invoice details for each repair should be detailed in the comments section of the claim.
- **Pick-Up & Delivery:**
 - Dealers participating in the Remote Experience Program –
 - Refer to EFC14125, 2024 Remote Experience Program, Pick-Up & Delivery (PDL) Offset section for additional details.
 - Dealers NOT participating in the Remote Experience Program –
 - Dealers may claim one-half labor hour per repair for vehicle Pick-Up & Delivery services.
 - Dealers must retain a Vehicle Pick-Up & Delivery Record with the repair order documentation.
- **Provision for Towing:** Dealers are authorized to claim up to a maximum value of \$250 to provide towing services for completing this program.
 - **Restriction:** towing will only be provided for vehicles with a rear axle pinion bearing failure that cannot be driven.
 - Submit on the same line as the repair.
 - Program Code: **24S05**
 - Misc. Expense: OTHER
 - Misc. Expense: Claim up to \$250.00

Safety Recall 24S05

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Unsold Vehicles - Add Gear Fluid to Rear Axle – up to 1 quart Closes program	24S05B	0.3 Hours
Customer Owned Vehicles - PASS Inspection - Add Gear Fluid to Rear Axle – up to 1 quart Closes program	24S05C	0.3 Hours
Customer Owned Vehicles - FAIL Inspection - Add Gear Fluid to Rear Axle – up to 1 quart PROGRAM STAYS OPEN – Future repair will be necessary	24S05CC	0.3 Hours
If equipped, Extra Time for Removal and Install of Running Boards for access Can be claimed with codes B, C, or CC.	24S05R	0.3 Hours
Ford Vehicle PDL Allowance: Non-eligible Remote Experience Program Dealers Only. NOTE: Dealer-performed vehicle PDL and repairs only. Claim once.	24S05PP	0.5 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Part Number	Description	Order Quantity	Claim Quantity
XY-75W85-QL	Motorcraft® SAE 75W-85 Premium Synthetic Hypoid Gear Lubricant (1 quart)	1	1

Order your parts through normal order processing channels. To guarantee the shortest delivery time, an emergency order for parts must be placed.

NOTE: Due to part constraints, a complete Dealer Bulletin will be provided to dealers when it is anticipated that the complete parts ordering information and repair instructions will be available to support this safety recall.

DEALER PRICE

For the latest prices, refer to DOES II.

PARTS RETENTION, RETURN, & SCRAPPING

Follow the provisions of the Warranty and Policy Manual, Section 1 - WARRANTY PARTS RETENTION AND RETURN POLICIES. If a replaced part receives a scrap disposition, the part must be scrapped by all applicable local, state, and federal environmental protection and hazardous material regulations. Federal law prohibits selling motor vehicle parts or components that are under safety, compliance, or emissions recall.

Safety Recall 24S05

EXCESS STOCK RETURN

The excess stock returned for credit must have been purchased from Ford Customer Service Division by Policy Procedure Bulletin 4000.

REPLACED FSA PARTS INSPECTION AND SIGN OFF

Effective March 1st, 2021, all parts replaced as part of an FSA repair with a repair order open date of March 1st, 2021, or later must be inspected and signed off on the repair order by a member of your dealer fixed operations management team or an employee of the task has been delegated to. If the task is to be delegated to a non-management employee, the employee needs to be someone other than the technician who completed the repair and needs to understand the importance of completing this task consistently and accurately.

- All parts replaced as part of an FSA repair should be returned to the parts department following the Warranty Parts Retention and Return Policies.
- Inspect the replaced parts to verify the FSA repair was completed.
- If the FSA repair is found to be complete, the designated employee signs the repair order line or parts return stamp area (electronic or hand signed) for the FSA repair indicating the parts were inspected and validated to have been replaced.
- After the parts have been inspected, they should be handled based on the guidance in the parts status report in the Online Warranty System (Hold, Return, CORE, Scrap, etc.). Please visit FMCDEALER > PARTS & SERVICE > WARRANTY ADMINISTRATION & WARRANTY PARTS RETURN for the latest [Immediate Scrap List](#) information.
- This process is subject to review during warranty audits for FSA repairs with a repair order open date of March 1st, 2021, or later. Any eligible FSA claims requiring parts replacement found not to have been inspected and signed off during a warranty audit will be subject to chargeback and consideration for enrollment into the Dealer Incomplete Recall Repair Process.

Note: Other approvals (electronic or handwritten) for add-on repair lines, dealer-owned vehicle repairs, and repeat repairs do not qualify as FSA parts inspection approvals. The post-repair FSA parts inspection process (electronic or handwritten) is independent of other warranty approval requirements. The approval by the designated employee implies that the FSA parts were found to be replaced and must be able to be identified on the Repair Order. If multiple FSAs require approval on a single Repair Order, each applicable occurrence will require individual post-repair approval by the designated employee.

CERTAIN 2023-2024 MODEL YEAR TRANSIT VEHICLES EQUIPPED WITH A 9.75 REAR AXLE — REAR AXLE PINION BEARING LUBRICATION

SERVICE PROCEDURE

1. Has the vehicle been delivered to the customer?

- No - Proceed to Step 2.
- Yes - Proceed to Step 3.

2. Add fluid up to approximately 1 quart following Workshop Manual (WSM) procedures for 205-02A Differential Fluid Level Check.

- Clean plug magnet before re-installing.
- This completes the Field Service Action (FSA).

3. **Customer owned** vehicles - Remove the differential fill plug and inspect for metal debris on magnet.

4. Is there metal debris spilling over or extending above the lip of the plug magnet?

See Figure 1.

- No - Passes Inspection. Proceed to Step 2.
- Yes - Fails Inspection. Proceed to Step 5.

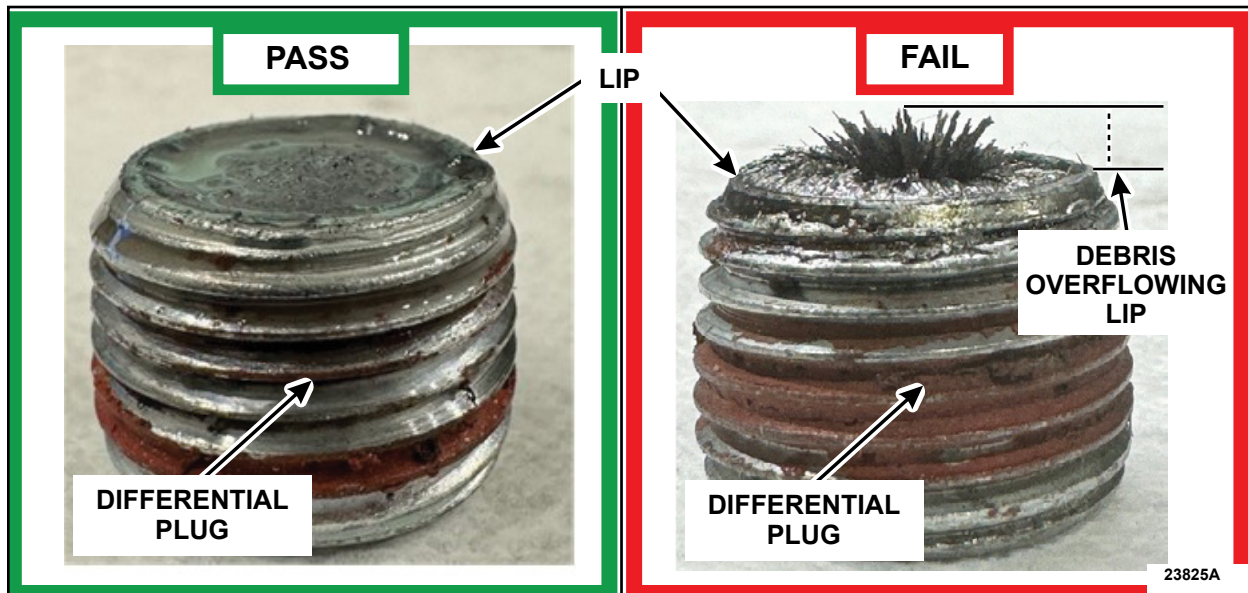


FIGURE 1



5. **Fails** Inspection - Add fluid up to approximately 1 quart following WSM procedures for 205-02A Differential Fluid Level Check.

- Clean plug magnet before re-installing.
- Inform customer a future repair will be necessary.
- Parts and service action details are not yet available for this repair.
- **Recall remains OPEN** - Monitor Professional Technician System (PTS) for a Bulletin Supplement when the parts and service action is available.

