

# Customer Notification



Corporate Compliance  
Po Box 30  
MIDDLEBURY, INDIANA 46540-9218

## INTERIM OWNER NOTIFICATION

FR ID: 51-1767  
FORD RECALL: 24V143

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

A SECONDARY NOTICE WILL FOLLOW  
WHEN THE REMEDY IS AVAILABLE

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

May 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–*

Dear Forest River Customer:

Forest River is alerting you to a Ford Recall 24V143 involving certain 2022-2024 Rockport 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?**

According to Ford Motor Company, on your vehicle, it may be possible for the parking brake to disengage without pressing the release button. If the parking brake is unintentionally disengaged, it could result in the vehicle rolling away, increasing the risk of crash or injury.

#### **OWNERS AND DEALERS: WHAT SHOULD YOU DO?**

Please review and follow the notice that accompanies this letter. The remedy for this Recall is not available at this time. A second notice will be sent once the remedy is available.

Sincerely,

Forest River Bus LLC.  
Office of Corporate Compliance



Ford Motor Company  
Ford Customer Service Division  
PO Box 1904  
Dearborn, Michigan 48121



771149079630

A/1/000001/1

March 2024



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

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

**Safety Recall Notice 24S09 / NHTSA Recall 24V143**

2023 F-650 Ford Truck Diesel

This Notice Applies to Your Vehicle, Vehicle Identification Number (VIN): XXXXXXXXXX

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 in certain 2023-2024 F650-F750 vehicles, including 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, it may be possible for the parking brake to disengage without pressing the release button.
- What is the risk?** If the parking brake is unintentionally disengaged, it could result in the vehicle rolling away, increasing the risk of crash or injury.
- What will Ford and your dealer do?** Ford Motor Company is working to develop the service remedy for this repair. When the service repair and parts are available, Ford Motor Company will notify you via mail to schedule a service appointment with your dealer for repairs to be completed free of charge (parts and labor).
- What should you do?** When a service repair and parts are available, Ford Motor Company will send a letter to inform you that the service repair and parts are available and to contact your dealer to schedule a repair.  
 Ford has not issued instructions to stop driving your vehicle under this safety recall. When the service repair and parts are available, 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](https://ford.com/support) for dealer addresses, maps, and driving instructions.  
 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](https://www.nhtsa.gov). Reference NHTSA Safety Recall 24V143.  
**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.**  
 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.

Thank you for your attention to this important matter.

Ford Customer Service Division



Ford Motor Company  
Ford, División de Servicio al Cliente  
PO Box 1904  
Dearborn, Michigan 48121



771149079630

A/2/000001/1

Marzo de 2024



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

## \*\*\* CAMPAÑA DE SEGURIDAD IMPORTANTE \*\*\*

### Aviso de campaña 24S09 / Campaña 24V143 de la NHTSA

2023 F-650 Ford Truck Diesel

Este aviso se aplica al vehículo, número de identificación del vehículo (VIN): [REDACTED]

Este aviso se le envía de acuerdo con la Ley Nacional de Seguridad de Tránsito y Vehículos Motorizados de los EE. UU.

Ford Motor Company ha determinado que existe un defecto relacionado con la seguridad de su vehículo en determinados vehículos F650-F750 2023-2024, incluido el VIN que aparece más arriba.

Lamentamos esta situación y deseamos asegurarle que, con su ayuda, corregiremos el problema. Nuestro compromiso, junto con el de su distribuidor, es ofrecerle servicio y apoyo de alto nivel.

**¿Cuál es el problema?** En su vehículo, es posible que el freno de estacionamiento se desactive sin presionar el botón de liberación.

**¿Qué riesgo existe?** Si el freno de estacionamiento se desactiva accidentalmente, el vehículo podría desplazarse, lo que aumenta el riesgo de accidente o lesiones.

**¿Qué medidas adoptarán Ford y su distribuidor?** Ford Motor Company está trabajando para desarrollar la solución de servicio para esta reparación. Cuando la reparación de servicio y las piezas estén disponibles, Ford Motor Company le enviará una notificación por correo a fin de programar una cita de servicio con el concesionario para llevar a cabo las reparaciones sin costo alguno (piezas y mano de obra).

**¿Qué debe hacer?** Cuando la reparación de servicio y las piezas estén disponibles, Ford Motor Company le enviará una carta para informarle la disponibilidad de estas y solicitarle que se comuniquen con su concesionario a fin de programar una reparación.

Para esta campaña de seguridad, Ford no ha emitido instrucciones de dejar manejar el vehículo. Cuando la reparación de servicio y las piezas se encuentren disponibles, deberá ponerse en contacto con su distribuidor a fin de programar una cita para solucionar este problema lo más pronto posible.

Si aún no tiene un distribuidor para realizar el servicio, puede acceder a [ford.com/support](https://ford.com/support) para conocer las direcciones de los distribuidores, ver mapas y obtener las instrucciones para llegar.

Si continúa con dificultades para reparar su vehículo en un tiempo razonable o sin cargo, le sugerimos que escriba al Administrador, National Highway Traffic Safety Administration, 1200 New Jersey Ave. S.E., Washington, D.C. 20590 o bien que llame sin cargo a la línea directa de seguridad vehicular al 1-888-327-4236 (TTY: 1-800-424-9153) o visite [NHTSA.gov](https://www.nhtsa.gov). Referencia: Campaña de seguridad 24V143 de la NHTSA.

**Tenga presente que: La ley federal exige que los arrendadores de vehículos que reciban este aviso de campaña envíen una copia del mismo al arrendatario en un plazo de diez días.**

NOTA: Puede recibir información sobre las campañas y los programas de satisfacción del cliente a través de la aplicación FordPass. La aplicación se puede descargar a través de App Store o Google Play. Adicionalmente, existen otras funciones como reserva de estacionamientos en determinados lugares, además de control de ciertas funciones en el vehículo (bloqueo o desbloqueo de puertas, arranque remoto) si así está equipado para permitir el control.

Gracias por su atención en este asunto sumamente importante.

Ford, División de Servicio al Cliente

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Forest River Bus LLC.  
Office of Corporate Compliance