

Customer Notification



Corporate Compliance
Po Box 30
MIDDLEBURY, INDIANA 46540-9218

FR ID: 51-1792
FORD: 24B27

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

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

June 2024

This Notice applies to your vehicle VIN listed above.

Dear Forest River Customer:

Forest River is alerting you to a Ford Customer Satisfaction Program 24B27 involving certain 2023 – 2024 Rockport Work Trucks. 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?

The Variable Displacement Oil Pump (VDOP) in your vehicles engine currently operates at low pressure/capacity during idle conditions.

OWNERS AND DEALERS: WHAT SHOULD YOU DO?

Please review and follow the notice that accompanies this letter.

Sincerely,

Forest River
Office of Corporate Compliance



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



[Redacted]

[Redacted]

Customer Satisfaction Program 24B27

[Redacted]

At Ford Motor Company, we are committed not only to building high-quality, dependable products but also to building a community of happy, satisfied customers. To demonstrate that commitment, we are providing a no-charge Customer Satisfaction Program for your vehicle with the VIN shown above.

Why are you receiving this notice? The Variable Displacement Oil Pump (VDOP) in your vehicle's engine currently operates at low pressure/capacity during idle conditions.

What is the effect? Routine occurrences of prolonged idle time at low pressure/capacity may result in excess wear to the engine camshaft lobes and valve tappet surfaces due to reduced lubrication. Over time, the engine may progressively run rough due to cylinder misfire. Additionally, customers may hear engine tapping noises and the Check Engine Light (CEL) may illuminate.

What will Ford and your dealer do? In the interest of customer satisfaction, Ford Motor Company has authorized your dealer to update the PCM software to increase the VDOP pressure/capacity during idle conditions free of charge (parts and labor) under the terms of this program.
This Customer Satisfaction Program will be in effect until May 31, 2025, regardless of mileage. Coverage is automatically transferred to subsequent owners.

How long will it take? The time needed for this repair is less than 1 hour. 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 to schedule a service appointment for Customer Satisfaction Program 24B27. Provide the dealer with your VIN, which is printed near your name at the beginning of this letter.
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 service action completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed.

- 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.
- Mobile Service** Ford Mobile Service is offered by participating dealers, contact your dealer for details.
- Pick-Up and Delivery** Complimentary vehicle Pick-Up & Delivery service may also be available upon request through participating dealers. Your dealer will pick up your vehicle and return it with the repair completed.
- 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?** 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 (CRC) at 1-866-436-7332** and one of our representatives will be happy to assist you. The CRC is open on weekdays from 8:00 AM – 11:00 PM and on Saturday 8:00 AM - 8:00 PM (Eastern Time). TTY/TDD users, please contact the CRC at the number listed using the Telecommunication Relay Service by dialing 711.
If you wish to contact us through the internet, our address is ford.com/support.
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.

Thank you for your attention to this important matter.

Ford Customer Service Division