

# Customer Notification

Corporate Compliance  
Po Box 30  
Middlebury, Indiana 46540-9218



FR ID: 51-1880  
FORD NOTICE: 24N09

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

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

January 2025

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This Notice applies to your vehicle VIN listed above.

Dear Forest River Customer,

Forest River is alerting you to a Ford Customer Satisfaction Notice 24N09 involving a single Forest River Van model FRD-T350-148. 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 transmission may exhibit increased transmission gear noise, which could progress to a loss of transmission torque resulting in vehicle speed limitation and inability to shift to reverse.

**DEALERS: WHAT SHOULD YOU DO?**

Please review and follow the notice that accompanies this letter.

Sincerely,

Forest River Bus, LLC  
Office of Corporate Compliance



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

[Redacted]

November 2024

Customer Satisfaction Program 24N09

[Redacted]

Ford Motor Company is committed to building high-quality, dependable products, and also to building a community of happy, satisfied customers. To demonstrate that commitment, we are offering a no-charge Customer Satisfaction Program for your vehicle.

**Why are you receiving this notice?** Ford Motor Company is providing a one-time repair on the transmission in your vehicle if it is exhibiting increased transmission gear noise.

**What is the effect?** This one-time repair of the transmission is available for a total of 10 years or 150,000 miles from the warranty start date, whichever occurs first. Coverage is automatically transferred to subsequent owners.

NOTE: Your vehicle may initially experience increased transmission gear noise, which could progress to illumination of the check engine light and/or transmission wrench light. Over time, this could progress to a loss of transmission torque resulting in vehicle speed limitation and inability to shift to reverse.

**What will Ford and your dealer do?** Parts are available to repair your vehicle. Please confirm parts availability with your dealer when scheduling an appointment. If your vehicle's transmission requires replacement due to excessive gear noise and/or partial loss of function and your vehicle is within the indicated time/mileage limitations, Ford Motor Company has authorized your dealer to replace the transmission free of charge. This is a one-time repair program.

**How long will it take?** The time needed for this repair is approximately one day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time. Additional time may be required to allow the engine to cool before performing this repair.

**What should you do?** You do not need to return to your dealer for this repair unless you have unusual transmission gear noise. Please keep this letter as a reminder of the one-time repair offer for your transmission. If the transmission requires replacement, and your vehicle is within the indicated time/mileage limitations, contact your dealer to schedule a service appointment for Customer Satisfaction Program 24N09. Your dealer will replace the part at no charge. If you do not already have a servicing dealer, you can access [ford.com/support](http://ford.com/support) for dealer addresses, maps, and driving instructions.

- 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.
- Do you need a rental vehicle?** Your dealer is authorized to provide a rental vehicle for your personal transportation at no charge (except for fuel, insurance, and tax) while your vehicle is at the dealership for repairs. Please see your dealer for guidelines and limitations.
- Have you previously paid for this repair?** If you paid to have this service done before the date of this letter, you may be eligible for a refund. Refunds will only be provided for services related to replacing the transmission due to excess gear noise. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer before **November 30, 2024**. To avoid delays, do not send receipts to Ford Motor Company.
- 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 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](https://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](https://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).

As part of the Ford community, we appreciate your attention to this important matter and your continued loyalty.

Customer Service Division