

Customer Notification

Corporate Compliance
Po Box 30
MIDDLEBURY, INDIANA 46540-9218



FR ID: 51-1888
CUSTOMER SATISFACTION NOTICE: 24B68

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

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

February 2025

This Notice applies to your vehicle VIN listed above.

Dear Forest River Customer:

Forest River is alerting you to a Ford Customer Satisfaction Notice 24B68 involving certain 2024 Eldorado, Elkhart Coach, Senator II, Starcraft Allstar, Allstar MVP, Starlite Transit Buses, 2025 Collins MFSAB, and Collins School Buses. 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 shifter cable may rest on the exhaust due to degradation of the hold-down clip retainer.

OWNERS AND 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]

December 2024

Customer Satisfaction Program 24B68

[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.

Why are you receiving this notice? On your vehicle, it may be possible the shifter cable may rest on the exhaust due to the degradation of the hold-down clip retainer.

What is the effect? This may result in progressively higher shifting efforts over time due to damage to the shifter cable.

What will Ford and your dealer do? **Parts are now available to repair your vehicle.** In the interest of customer satisfaction, Ford Motor Company has authorized your dealer to resecure the shifter cable free of charge under the terms of this program. This Customer Satisfaction Program will be in effect until December 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 half a day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period. Additional time may be required to allow the engine to cool before performing this repair. In addition, your vehicle will require an inspection to determine if additional parts need to be ordered.

What should you do? Please call your dealer without delay to schedule a service appointment for Customer Satisfaction Program 24B68. 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. Ford Motor Company can deny coverage for any vehicle damage that may result from the failure to have this service action performed on a timely basis. Therefore, please have this service action performed as soon as possible.

**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.

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 from 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.

Customer Service Division