

Customer Notification

Corporate Compliance
Po Box 30
MIDDLEBURY, INDIANA 46540-9218



FR ID: 51-1903
FORD RECALL:24S78

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

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

June 2025

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 24S78 involving certain 2020 Berkshire Coach Ultra, 2020-2022 Champion Bus-Defender, 2020-2022 Eldorado National AeroElite, 2021-2022 Glaval Concorde II & Entourage, 2020-2021 Senator II HD, 2020-2025 Starcraft Allstar XL & 2021-2022 Starcraft XLT Transit 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?

On your vehicle, it may be possible for aged biodiesel deposits to form on internal high pressure fuel pump components. This may lead to failure of the pump and may result in loss of motive power while driving. A loss of motive power increases the risk of a crash.

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



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January 2025

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

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

Safety Recall Notice 24S78 / NHTSA Recall 24V957

2021 F-250 Ford Truck

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

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 2020-2022 Model Year Super Duty and 2021-2022 Medium Truck vehicles equipped with 6.7L Diesel Engines, with 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 aged biodiesel deposits to form on internal high pressure fuel pump components. This may lead to failure of the pump and may result in loss of motive power while driving.

What is the risk? A loss of motive power increases the risk of a crash.

What will Ford and your dealer do? **Software is not available.** Ford Motor Company is working to provide software for this repair. When the remedy becomes 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.

What should you do? **When the remedy is available, Ford Motor Company will send a letter to inform you to contact your dealer to schedule a repair.**

Ford has not issued instructions to stop driving your vehicle under this safety recall. When the remedy is 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 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 24V957.

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.

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 government regulations require that notification be sent to the last known owner of record. Our records are based primarily on state registration and title data, which indicate that you are the current owner.

Thank you for your attention to this important matter.

Customer Service Division

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