



August 8, 2025

**Chassis Advisory Notice**  
**IMPORTANT FORD CHASSIS RECALL INFORMATION**  
**Ford Safety Recall 25S49/25V315**

Name  
Address  
City, St. Zip

Dear Valued Customer,

This notice is sent to you to advise that Ford Motor Company is recalling certain 2021-2024 model year Ford and Lincoln vehicles. The Recall pertains to an issue where the infotainment screen may freeze followed by a black screen and a system reboot. If this occurs during a backing event, the rear-view image may be frozen, missing, or delayed. A frozen rear-view camera display image while in reverse can reduce the driver's view of what is behind the vehicle, increasing the risk of a crash.

**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. The remedy is anticipated to be available third quarter of 2025. 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](http://ford.com/support) for dealer addresses, maps, and driving instructions.

Please review the enclosed Ford Motor Company Recall Notification Letter. If you have questions about this recall contact the Ford Customer Relationship Center at 1-866-906-9811.

Ford Motor Company Vehicle Identification Number: **VIN**

Thank you for your attention to this important matter.

Sincerely,

Compliance Management  
Jayco Inc. Motorized Division



August 8, 2025

**Chassis Advisory Notice**  
**IMPORTANT FORD CHASSIS RECALL INFORMATION**  
**Ford Safety Recall 25S49/25V315**

Name  
Address  
City, St. Zip

Dear Valued Dealer,

This notice is sent to your dealership to advise that Ford Motor Company is recalling certain 2021-2024 model year Ford and Lincoln vehicles. The Recall pertains to an issue where the infotainment screen may freeze followed by a black screen and a system reboot. If this occurs during a backing event, the rear-view image may be frozen, missing, or delayed. A frozen rear-view camera display image while in reverse can reduce the driver's view of what is behind the vehicle, increasing the risk of a crash.

**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. The remedy is anticipated to be available third quarter of 2025.

Our records show the following unit is affected by this recall and is part of the current inventory at your dealership. When the remedy is available, you should contact your Ford 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](http://ford.com/support) for dealer addresses, maps, and driving instructions.

Please review the enclosed Ford Motor Company Recall Notification Letter. If you have questions about this recall contact the Ford Customer Relationship Center at 1-866-906-9811.

Ford Motor Company Vehicle Identification Number: **VIN**

Thank you for your attention to this important matter.

Sincerely,

Compliance Management  
Jayco Inc. Motorized Division



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



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81965/000016355/16350



June 2025

JAYCO INC  
903 S MAIN ST  
MIDDLEBURY, IN 46540-8529

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

**Safety Recall Notice 25S49 / NHTSA Recall 25V315**

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

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 2021-2024 model year Ford and Lincoln 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, the infotainment screen may freeze followed by a black screen and a system reboot. If this occurs during a backing event, the rear-view image may be frozen, missing, or delayed.
- What is the risk?** A frozen rear-view camera display image while in reverse can reduce the driver's view of what is behind the vehicle, increasing 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. **The remedy is anticipated to be available third quarter of 2025.**
- 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](http://ford.com/support) for dealer addresses, maps, and driving instructions.



**What should you do?  
(continued)**

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: 1-888-275-9171) or go to [NHTSA.gov](https://www.nhtsa.gov). Reference NHTSA Safety Recall 25V315.

**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