

# Customer Notification

Corporate Compliance  
Po Box 30  
MIDDLEBURY, INDIANA 46540-9218



## INTERIM OWNER NOTIFICATION

A SECONDARY NOTICE WILL FOLLOW  
WHEN THE REMEDY IS AVAILABLE

FR ID: 51-1952

FORD RECALL: 25V315/25S49

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

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

August 2025

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### **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–*

Forest River Bus, LLC. is alerting you to a Ford Recall 25V315/25S49 involving certain 2025 Candidate II, Collins School Bus E Series, Glaval Commute, Magellan School Bus E Series, Starcraft Starlite, 2023-2024 Champion Defender, 2023 Eldorado National, 2024-2025 Forest River Van, 2024 Glaval Entourage, 2023-2025 Mobility Trans SafeTBus, Senator II HD, 2020 and 2022 Mobility Trans, and 2024 Starcraft Allstar XL 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?**

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.

#### **OWNERS AND DEALERS: WHAT SHOULD YOU DO?**

The remedy for this recall is not available currently. A second notice will be sent once the remedy is available. 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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June 2025

**\*\*\* 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

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<<ADDRESS>>  
<<CITY>>, <<ST>> <<ZIP-XXX>>

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

August 2025

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This Notice applies to your vehicle VIN listed above.

Dear Forest River Customer:

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Sincerely,

Forest River Bus, LLC.  
Office of Corporate Compliance