

Customer Notification

Corporate Compliance
Po Box 30
MIDDLEBURY, INDIANA 46540-9218



FR ID: 51-1967
FORD RECALL: 25V442 / 25S72

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

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

September 2025

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 Bus, LLC. is alerting you to a Ford recall 25V442 / 25S72 involving certain 2022 Senator II HD, 2023 Collins Transit Buses, 2023 Forest River Vans, 2023-2024 Glaval Commute, Mobility Trans SafeTBus, Starcraft Starlite, 2024 Candidate II, and Eldorado National 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 an error in the SYNC software can cause SYNC system instability concerns and/or a failure to preserve certain settings across ignition cycles. This may result in an intermittent blank image while in reverse or rear-view image remaining on display after reverse driving has ended. Other non-safety related symptoms may be present such as a black infotainment screen, incorrect language setting, and/or potential inability to perform software updates. A rear-view camera that intermittently displays a blank image while in reverse can reduce the driver’s view of what is behind the vehicle, increasing the risk of a crash. A rear-view camera that remains on after the backing event has ended can distract the driver, increasing the risk of a crash.

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



771361895432

A/1/000009/1



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

September 2025

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

Safety Recall Notice 25S72 / NHTSA Recall 25V442

2023 Transit

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 2018–2024 Ford 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, it may be possible an error in the SYNC software can cause SYNC system instability concerns and/or a failure to preserve certain settings across ignition cycles. This may result in an intermittent blank image while in reverse or rear-view image remaining on display after reverse driving has ended.

Other non-safety related symptoms may be present such as a black infotainment screen, incorrect language setting, and/or potential inability to perform software updates.

What is the risk?

A rear-view camera that intermittently displays a blank image while in reverse can reduce the driver's view of what is behind the vehicle, increasing the risk of a crash. A rear-view camera that remains on after the backing event has ended can distract the driver, increasing the risk of a crash.

What will Ford and your dealer do?

Software is now available to repair your vehicle. Ford Motor Company has authorized your dealer to update the SYNC software on your vehicle free of charge.

How long will it take?

The time needed for this repair is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

What should you do?

Please call your dealer without delay and request a service date for Recall 25S72. Provide the dealer with your VIN, which is printed near your name at the beginning of this letter.

Ford has not issued instructions to stop driving your vehicle under this safety recall. 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.

Ford Motor Company wants you to have this safety recall 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 recall performed on a timely basis. Therefore, please have this recall performed as soon as possible.

What should you do? (continued)	<p>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.</p> <p>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.</p>
Mobile Service	Ford Mobile Service is offered by participating dealers, contact your dealer for details.
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.
Have you previously paid for this repair?	<p>If you have previously paid for a repair that addresses the issue described in this letter, you still need to have this recall performed to ensure the correct procedures were used.</p> <p>You may be eligible for a refund of previously paid repairs. Refunds will only be provided for service related to updating SYNC software. To verify eligibility and <u>expedite reimbursement</u>, give your paid original receipt to your dealer.</p> <p>Refund requests may also be sent directly to Ford Motor Company. To request your refund from Ford, send the refund request with all required documentation, including your original repair receipt (no photocopies), to Ford Motor Company at PO Box 6251, Dearborn, Michigan 48121-6251. Refund requests mailed to this address may take up to 60 days to process. Your original receipt will be returned to you.</p> <p>Detailed information regarding eligibility for Ford's reimbursement program and documentation requirements may be obtained by contacting the Ford Recall Assistance Center at 1-866-436-7332.</p>
What if you no longer own this vehicle?	<p>If you no longer own this vehicle and have an address for the current owner, please forward this letter to the new owner.</p> <p>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.</p>
Can we assist you further?	<p>If you have difficulties getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.</p> <p>If you have questions or concerns, please contact our Ford Recall Assistance Center (RAC) at 1-866-436-7332 and one of our representatives will be happy to assist you. The RAC is open on weekdays from 8:30 AM – 7:00 PM (Eastern Time). TTY/TDD users, please contact the RAC at the number listed using the Telecommunication Relay Service by dialing 711.</p> <p>If you wish to contact us through the Internet, our address is ford.com/support.</p> <p>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. Reference NHTSA Safety Recall 25V442.</p>

Thank you for your attention to this important matter.

Customer Service Division

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September 2025

This Notice applies to your vehicle VIN listed above.

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OWNERS: WHAT SHOULD YOU DO?

Please review and follow the notice that accompanies this letter.

Sincerely,

Forest River Bus, LLC.
Office of Corporate Compliance