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VIN:

**Ford NHTSA Recall # 25V-315
Ford Safety Recall Notice 25S49**

October 21, 2025

Ford Rear Camera Screen Software Update

Dear Tiffin Motorhome Customer,

Please see the enclosed letter from Ford Motor Company about a safety recall Ford Motor Company has issued that is applicable for the VIN listed above. For any questions regarding this safety recall, please contact Ford Motor Company's motorhome Customer Assistance Center at 1-866-906-9811. Representatives are available 24 hours a day.

Thank you for your attention to this matter,

Tiffin Motorhomes Recall Department



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



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TIFFIN MOTOR HOMES INC
GOLDEN ROAD
BB598
RED BAY, AL 35582

October 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 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 now available to repair your vehicle.** Ford Motor Company has released software for 25S49. Your vehicle is capable of Ford Software Updates.
When Automatic Updates are turned ON (standard from the factory), the software will be downloaded to your vehicle over a private wi-fi network or through your vehicle's modem through the cellular network. Before the software is installed you will have to schedule a day and time when you will not need the vehicle for up to 8 hours while the installation is completed.
Note: Refer to ford.com/support for further information on your Ford Software Updates system.
Should the software fail to load or install properly, Ford has authorized your dealer to install 25S49 software free of charge under the terms of this program.
- How long will it take?** The time needed for this software installation is approximately eight hours. If you prefer to go to your dealer for the software update, 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?** For your convenience, Ford is encouraging you to update your vehicle's software using Ford Software Update capabilities. By utilizing this option, you should not need to take your vehicle to your dealer unless you're unable to successfully perform the update.
To complete this software update your vehicle will have to be parked with the ignition off for a short period of time. Also, you will have to schedule (we suggest overnight or during work hours) the software installation to ensure that you will not need your vehicle during the update. You can check the progress of the installation via the icons on the in-vehicle screen, the FordPass app, or on the Owner's website.

- What should you do?** (continued) If you choose to have your dealer install this software, please call your dealer to schedule a service appointment for Recall 25S49. 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.
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.
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.
- 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.
- Do you need a rental vehicle?** Your dealer is authorized to provide a rental vehicle for your personal transportation at no charge (except for fuel and insurance) while your vehicle is at the dealership for repairs. Please see your dealer for guidelines and limitations.
- Have you previously paid for this repair?** 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 software and procedures were used.
You may be eligible for a refund of previously paid repairs. Refunds will only be provided for services related to replacing one of the software modules. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer.
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.
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.
- 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.
- 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.
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.
If you wish to contact us through the Internet, our address is ford.com/support.
MOTORHOME OWNERS: If you have questions or concerns, please contact our **Motorhome Customer Assistance Center toll-free at 1-800-444-3311**. Representatives are available 24 hours a day.
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 25V315.

Thank you for your attention to this important matter.

Customer Service Division