

Customer Notification

Corporate Compliance
Po Box 30
MIDDLEBURY, INDIANA 46540-9218



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

November 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 is alerting you to a Ford Recall 25V315/25S49 involving certain 2024-2026 Alita, 2022-2026 Beyond, 2023-2026 Cross Trail, 2023-2025 Forester, Sunseeker Class C Motorhomes, and 2022-2026 Rockport Work Trucks. 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?

Please review and follow the notice that accompanies this letter.

Sincerely,

Forest River
Office of Corporate Compliance

- 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](https://www.nhtsa.gov). Reference NHTSA Safety Recall 25V315.

Thank you for your attention to this important matter.

Customer Service Division

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This Notice applies to your vehicle VIN listed above.

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