

Customer Notification

Corporate Compliance
Po Box 30
MIDDLEBURY, INDIANA 46540-9218



FOREST RIVER ID: 51-2020
FORD RECALL: 25SC7 Recall 25V793
SERVICE CAMPAIGN: B000091

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

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

February 2026

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–

CANADA: Pursuant to the Canadian Motor Vehicle Safety Act, section 5

Companies who sell new non-complying vehicles may be in violation of the Motor Vehicle Safety Act. Substantial penalties apply to violations of this law. This notice is being sent to you in accordance with the requirements of the Motor Vehicle Safety Act. This is to inform you that your vehicle may contain a defect that could affect the safety of a person.

Dear Forest River Customer:

Forest River Bus is alerting you to a Ford Recall 25SC7, 25V793 involving certain 2022 Battisti, 2020-2021 Berkshire, 2021 Candidate II, 2018-2022 Champion Challenger, 2020-2021 Champion LF Transport, 2020-2021 Collins, 2020-2021 Eldorado Advantage, 2021 Eldorado Aerolite, 2021 Eldorado Aerotech, 2020-2022 Elkhart Coach, 2021 Glaval Primetime, 2021 Glaval Universal, 2020 Goshen Coach, 2020-2021 Goshen Impulse, 2021 Senator II, 2021 Senator II MVP, 2020-2022 Starcraft Allstar, 2021 Starcraft Allstar MVP, 2021 Starcraft Prodigy, 2021 Starcraft Quest, 2021 Starcraft Starlite, 2021 StarTrans and 2021 Trans Tech 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?

According to Ford's records, the remedy software for Safety Recall 20S73 may not have been installed correctly during a prior dealership visit. Because the correct software may not have been installed on your vehicle, the underlying condition specified in Safety Recall 20S73 may still exist.

On your vehicle, it may be possible that the engine cover insulation does not fully extend to the perimeter of the factory engine cover. This may result in elevated temperatures at certain areas of the engine cover surface in the passenger compartment on both driver and passenger sides. Direct and continuous contact with exposed skin at these locations may increase the risk of skin irritation and/or a minor burn.

OWNERS AND DEALERS: WHAT SHOULD YOU DO?

Please review and follow the notice that accompanies this letter.

Sincerely,

Forest River
Office of Corporate Compliance



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



771490317332

A/1/000035/1



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

January 2026

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

Safety Recall Notice 25SC7 / NHTSA Recall 25V793

2021 E-450 Econoline

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

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 Model Year Econoline Equipped with 7.3L Engine 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? According to Ford’s records, the remedy software for Safety Recall 20S73 may not have been installed correctly during a prior dealership visit. Because the correct software may not have been installed on your vehicle, the underlying condition specified in Safety Recall 20S73 may still exist.
On your vehicle, it may be possible that the engine cover insulation does not fully extend to the perimeter of the factory engine cover. In addition, vehicles built on a Ford chassis may have higher engine compartment temperatures during certain idle conditions.

What is the risk? This may result in elevated temperatures at certain areas of the engine cover surface in the passenger compartment on both driver and passenger sides. Direct and continuous contact with exposed skin at these locations may increase the risk of skin irritation and/or a minor burn.

What will Ford and your dealer do? **Software is available to repair your vehicle.** Ford Motor Company has authorized your dealer to reprogram the Powertrain Control Module and if equipped, inspect the factory engine cover to install thermal insulation patches if necessary, free of charge. Your dealer will also perform an additional verification process to ensure that the software has installed correctly on your vehicle.

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 25SC7. 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. You can continue to safely drive your vehicle if you avoid direct contact with the lower portion of the engine cover, which is located between the driver and front passenger seats.
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.

What should you do? (continued)	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.
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?	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 parts and procedures were used. You may be eligible for a refund of previously paid repairs. Refunds will only be provided for service related to Engine Cover Thermal Management. To verify eligibility and <u>expedite reimbursement</u>, 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 or lessee.
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. 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 25V793.

Thank you for your attention to this important matter.

Customer Service Division

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- o *Safety*
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This Notice applies to your vehicle VIN listed above.

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Forest River
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