

Customer Notification

Corporate Compliance
Po Box 30
MIDDLEBURY, INDIANA 46540-9218



FOREST RIVER

FR ID: 51-2022
FORD RECALL: 25V860/25SD9
SERVICE CAMPAIGN: B000090

INTERIM DEALER NOTIFICATION

A SECONDARY NOTICE WILL FOLLOW
WHEN THE REMEDY IS AVAILABLE

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

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

January 2026

This Notice applies to your vehicle VIN listed above.

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 is alerting you to a 25V860/25SD9 involving certain 2020 & 2022-2025 Forest River Van, Mobility Trans 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 vehicle’s left-hand rear halfshaft may not have been fully seated into the electric drive assembly at the manufacturing plant. In the event of excessive spline wear, customers may experience a seal leak and eventually may experience a loss of motive power or unintended vehicle movement while the vehicle is in Park if the parking brake is not applied. Loss of motive power while driving or vehicle rollaway can increase 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 Inc.
Office of Corporate Compliance



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



771488837812

A/1/000002/1



December 2025

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

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

Safety Recall Notice 25SD9 / NHTSA Recall 25V860

2023 Transit

This Notice Applies to Your Vehicle, Vehicle Identification Number (VIN): [REDACTED]

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 2022-2025 Model Year Transit Battery Electric Vehicles (BEV), 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 our records, your vehicle's left-hand rear halfshaft may not have been fully seated into the electric drive assembly at the manufacturing plant. This may result in premature wear of the halfshaft splines.

What is the risk? In the event of excessive spline wear, customers may experience a seal leak and eventually may experience a loss of motive power or unintended vehicle movement while the vehicle is in Park if the parking brake is not applied. Loss of motive power while driving or vehicle rollaway can increase the risk of a crash.

What will Ford and your dealer do? Parts are not available.
Ford Motor Company is working to provide parts 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.

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.

**What should you do?
(continued)**

In the interim, apply the electronic parking brake when parking your vehicle or in any other situation in which you would normally utilize the Park function. This will secure your vehicle, preventing it from rolling.

If you do not already have a servicing dealer, you can access ford.com/support for dealer addresses, maps, and driving instructions.

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 25V860.

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 Ford 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 or lessee.

Thank you for your attention to this important matter.

Customer Service Division

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