

105 Second Street NW  
Red Bay, Alabama 35582  
tiffinmotorhomes.com

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**VIN:**

**Ford Customer Satisfaction Program 25N12**

April 20, 2026

Dear Tiffin Motorhome Customer,

**Please see the enclosed letter** from Ford Motor Company about a Customer Satisfaction Program which Ford released that is applicable for the VIN listed above. For any questions regarding this Customer Satisfaction Program, please contact Ford Motor Company's Customer Relationship Center at 1-866-436-7332. Representatives are available on weekdays from 8:00 AM to 11:00 PM and on Saturday 8:00 AM to 8:00 PM.

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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April 2026

TIFFIN MOTOR HOMES INC  
 GOLDEN ROAD  
 BB596  
 RED BAY, AL 35582

## Customer Satisfaction Program 25N12

### See Listing

At Ford Motor Company, we are committed not only to building high-quality, dependable products but also to building a community of happy, satisfied customers. To demonstrate that commitment, we are providing a no-charge Customer Satisfaction Program for your vehicle.

### Why are you receiving this notice?

Although your vehicle's transfer case is likely functioning normally, we are pleased to let you know that, for your peace of mind, Ford Motor Company is providing a one-time repair on the transfer case if your dealer determines a replacement is required, and if your vehicle is within certain time and mileage limitations.

### What is the effect?

Your vehicle's transfer case may develop damage as a result of repeated high-torque acceleration from a stop consistent with certain severe-duty vehicle usage. Over time, fatigue failure of the transfer case thrust bearing can create loose metal debris in the system and distribute it throughout the transfer case, damaging other internal components and affecting vehicle performance. In the event of transfer case thrust bearing damage, you may observe the cluster message "AWD Fault Service Required" accompanied by a wrench light.

### What will Ford and your dealer do?

**Parts are available if your vehicle requires a repair.** Please confirm parts availability with your dealer when scheduling an appointment. Under the terms of the program, a one-time replacement of the transfer case, if required, is available for a total of 10 years or 100,000 miles from the warranty start date, whichever occurs first, free of charge (parts and labor). If your vehicle has already exceeded either time or mileage limits listed above, this one-time repair offer will last through April 30, 2027. Coverage is automatically transferred to subsequent owners. This is a one-time repair program.

### How long will it take?

If the component mentioned above requires replacement, the time needed for this repair is less than one day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time. Additional time may be required to allow the engine to cool before performing this repair.

**What should you do?** You do not need to return to your dealer for this repair unless you have a drivability concern related to the transfer case. Please keep this letter as a reminder of the one-time repair offer for your transfer case. If the transfer case requires replacement, and your vehicle is within the indicated time/mileage limitations, contact your dealer to schedule a service appointment for Customer Satisfaction Program 25N12. Your dealer will replace the part at no charge.

If you do not already have a servicing dealer, you can access [ford.com/support](https://ford.com/support) for dealer addresses, maps, and driving instructions.

**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 our records 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](https://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.

**To view the letter in Spanish** visit: [fordtranslatehub.com](https://fordtranslatehub.com)

**Para ver la carta en español** viste: [fordtranslatehub.com](https://fordtranslatehub.com)



Open the QR reader application or the camera on your smartphone. Point it at the QR code, then tap the banner that appears on your device. Follow the instructions on the screen to finish.

Abre la aplicación del lector QR o la cámara de tu smartphone. Apunta al código QR y pulsa el banner que aparece en tu dispositivo. Sigue las instrucciones en pantalla para terminar.

As part of the Ford community, we appreciate your attention to this important matter and your continued loyalty.

Customer Service Division