

Customer Notification

Corporate Compliance
Po Box 30
MIDDLEBURY, INDIANA 46540-9218



FOREST RIVER ID: 51-2054
FORD RECALL: 26C10/26V104
SERVICE CAMPAIGN: B000097

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

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

MAY 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 FORD Recall 26C10/26V104 involving certain 2026 Candidate II, 2023 - 2026 Champion, 2023 - 2026 Eldorado, 2024-2026 Glaval, 2023-2026 Senator II HD, 2024-2026 Starcraft & 2026 Starcraft Starlite 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?

It is possible that the trailer module (TRM) may lose communication at vehicle start-up. If a TRM loss of communication occurs and a trailer is connected to the vehicle, trailer stop lamps and turn signal indicators will not function. Additionally, for trailers equipped with electronic trailer brakes, the trailer brakes will not function. This loss of communication can occur with-or-without a trailer connected to the vehicle and can only initiate at vehicle start-up. If this occurs, a “Trailer Brake Module Fault” notification will pop-up on the vehicle’s instrument panel cluster.

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



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A/1/290953/1



March 2026

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

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

Compliance Recall Notice 26C10 / NHTSA Recall 26V104

2023 F-150 Ford Truck

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 certain 2021-2026 F-150, 2022-2026 Lightning, 2022-2026 Super Duty/Maverick, 2022-2027 Expedition, 2024-2026 Ranger and 2026 Transit vehicles, including the VIN shown above, fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) number 108: lamps, reflective devices, and associated equipment.

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 it is possible that the trailer module (TRM) may lose communication at vehicle start-up. If a TRM loss of communication occurs and a trailer is connected to the vehicle, trailer stop lamps and turn signal indicators will not function. Additionally, for trailers equipped with electronic trailer brakes, the trailer brakes will not function. This loss of communication can occur with-or-without a trailer connected to the vehicle and can only initiate at vehicle start-up. If this occurs, a "Trailer Brake Module Fault" notification will pop-up on the vehicle's instrument panel cluster.

The vehicle brake and turn signal lamps will continue to operate normally and are not affected by this TRM fault. If you do not tow with your vehicle, you may wait for OTA deployment for your vehicle remedy.

What is the risk?

This may result in inoperable trailer brake lights, trailer turn signals and trailer braking functions that can reduce a driver's ability to control an attached trailer and make the trailer less visible to other drivers, increasing the risk of a crash.

What will Ford and your dealer do?

Software is available to repair your vehicle. Ford Motor Company has released software for 26C10. Your vehicle is capable of receiving 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 cellular network modem. The software installation will happen after the download.

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 26C10 software free of charge under the terms of this program.

How long will it take?

The time needed for this software installation is approximately 10 minutes. 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 you only need to turn the vehicle on if automatic updates are on. You can look for icons on the in-vehicle screen, as well as see the progress of the update on your Ford app or Owner website.

If you choose to have your dealer install this software, please call your dealer to schedule a service appointment for Recall 26C10. 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 compliance 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 compliance recall completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed.

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 receive an over-the-air software update?

Ford is planning on providing an over-the-air software update. This update is expected to start around late March, 2026 and will be released in phases. To confirm if this update is applied successfully, please visit and enter your VIN (from the top of this letter) to www.ford.com/support/recalls or use your phone's camera to scan the following QR code:



This website only displays recalls that are incomplete. If you do not see this recall listed on this website, then be assured that the remedy has been completed and no further action is required. If you have any questions, please contact your local Ford dealer.

Mobile Service

Ford Mobile Service is offered by participating dealers, contact your dealer for details.

Pickup and Delivery

Complimentary vehicle Pickup & 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 procedures were used.

You may be eligible for a refund of previously paid repairs. Refunds will only be provided for services related to reprogramming or replacement of the TRM due to trailer lights and/or trailer brakes not operating properly. 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 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 26V104.

Thank you for your attention to this important matter.

Customer Service Division