

SERVICE BULLETIN



DEPARTMENT OF COMPLIANCE
VEHICLE SAFETY AND RECALL MANAGEMENT
BUILDING 11
423 N MAIN ST
MIDDLEBURY, INDIANA 46540-9218

Technical Service Bulletin: 51-0664

<<VIN>>
<<OWNER/DEALER>>
<<ADDRESS>>
<<CITY>>, <<ST>> <<ZIP>>

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

April 13, 2018

This Notice applies to your vehicle VIN listed above.

Dear Forest River StarCraft Customer:

Forest River is alerting you to an issue involving certain 2017 – 2018 StarCraft All Star XL MVP and 2016 - StarCraft School Bus/Quest XL transit and transit school buses. Please carefully review the attached document pertaining to your vehicle.

WHAT IS THE ISSUE?

According to the attached letter from Ford; "On your vehicle, it may be possible for the camshaft roller follower bearings in the engine to experience accelerated wear based on duty cycle."

OWNERS: WHAT SHOULD YOU DO?

Please review the included document from Ford Motor Company.

DEALERS: WHAT SHOULD YOU DO?

Please review the included document from Ford Motor Company.

MAY FOREST RIVER ASSIST YOU FURTHER?

CONTACT	PHONE
CUSTOMER SERVICE	(866) 436-7332

PLEASE NOTE: FEDERAL LAW REQUIRES THAT ANY VEHICLE LESSOR RECEIVING THIS SERVICE BULLETIN NOTICE MUST FORWARD A COPY OF THIS NOTICE TO THE LESSEE WITHIN TEN DAYS.

Sincerely,

Forest River, Inc.

Engineer

Office of Corporate Compliance

March 2018

Customer Satisfaction Program 17B30

Your Vehicle Identification Number (VIN): 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 with the VIN shown above.

- Why are you receiving this notice?** On your vehicle, it may be possible for the camshaft roller follower bearings in the engine to experience accelerated wear based on duty cycle.
- What is the effect?** Accelerated camshaft roller follower bearing wear may cause an engine knocking noise, the check engine light to illuminate, or a no start condition.
- What will Ford and your dealer do?** In the interest of customer satisfaction, Ford Motor Company has authorized your dealer to replace the camshaft roller followers free of charge (parts and labor) under the terms of this program.
This Customer Satisfaction Program will be in effect until July 31, 2019, regardless of mileage. Coverage is automatically transferred to subsequent owners.
- How long will it take?** The time needed for this repair is one 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 to schedule a service appointment for Customer Satisfaction Program 17B30. Provide the dealer with your VIN, which is printed near your name at the beginning of this letter.
If you do not already have a servicing dealer, you can access www.Fordowner.com for dealer addresses, maps, and driving instructions.
Ford Motor Company wants you to have this service action 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 service action performed on a timely basis. Therefore, please have this service action performed as soon as possible.

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

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 and paying for parking in certain locations and controlling certain functions on your vehicle (lock or unlock doors, remote start) if it is equipped to allow control.

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 service action performed to ensure the correct parts were used.

If the previously paid for repair was performed before the date of this letter, you may be eligible for a refund. Refunds will only be provided for service related to camshaft roller follower replacement and related damage. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer before August 1, 2018. To avoid delays, do not send receipts to Ford Motor Company.

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, which are based primarily on state registration and title data, 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.

RETAIL OWNERS: If you have questions or concerns, please contact our **Ford Customer Relationship Center at 1-866-436-7332** and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: www.Fordowner.com.

For the hearing impaired call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

FLEET OWNERS: If you have questions or concerns, please contact our **Fleet Customer Information Center at 1-800-34-FLEET**, choose Option #3, and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: www.fleet.ford.com.

Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

Thank you for your attention to this important matter.

Ford Customer Service Division