



Service Engineering Operations
Customer Service Division

Ford Motor Company
PO Box 1904
Dearborn, Michigan 48121

March 25, 2026

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: Advance Notice – Customer Satisfaction Program 25N17
Certain 2015-2025 Model Year Multiple Vehicle Lines
Rear View Camera Replacement If Required After Dealer Evaluation

PROGRAM TERMS

This program will provide a no-cost, one-time repair (if needed) to the rear view camera for 15 years of service from the warranty start date of the vehicle. There is no mileage limitation to this program.

This is a one-time repair program.

Coverage is automatically transferred to subsequent owners.

AFFECTED VEHICLES (U.S. Population Of Affected Vehicles: 12,554,966)

Vehicle	Model Year	Assembly Plant	Build Date Range
Aviator	2020-2024	Chicago	October 19, 2018 through April 25, 2024
Aviator	2021-2023	Chicago SHO	September 14, 2020 through July 24, 2023
Bronco	2021-2025	Michigan	September 23, 2020 through October 9, 2025
Bronco Sport	2021-2024	Hermosillo	February 5, 2020 through November 8, 2024
C-Max	2017-2018	Michigan	June 9, 2016 through April 26, 2018
Continental	2017-2020	Flatrock	November 30, 2015 through November 16, 2020
Corsair	2020-2022	Louisville	January 7, 2019 through December 15, 2022
Econoline	2021-2024	Ohio	May 24, 2019 through December 22, 2023
Edge	2019-2024	Oakville	January 12, 2018 through May 3, 2024
Escape	2020-2022	Louisville	November 13, 2018 through December 16, 2022
Expedition	2018-2021	Kentucky	March 14, 2017 through December 27, 2021
Explorer	2016-2024	Chicago	September 19, 2014 through April 25, 2024
Explorer	2021-2023	Chicago SHO	September 14, 2020 through September 18, 2023
F-150	2015-2020	Dearborn	March 12, 2014 through September 5, 2020

F-150	2015-2020	Kansas City	August 11, 2014 through October 20, 2020
Vehicle	Model Year	Assembly Plant	Build Date Range
F-250 – F-600	2017-2022	Kentucky	October 8, 2015 through December 23, 2022
F-250 – F-600	2020-2022	Ohio	June 3, 2019 through February 10, 2023
Fiesta	2015-2018	Cuautitlan	February 28, 2014 through September 14, 2018
Focus	2015-2018	Michigan	June 17, 2014 through May 10, 2018
Fusion	2015	Flatrock	March 12, 2014 through April 19, 2015
Fusion	2015	Hermosillo	February 17, 2014 through April 6, 2015
GT	2017-2022	Multimatic	August 17, 2016 through February 20, 2023
MKS	2015-2016	Chicago	July 22, 2014 through May 22, 2016
MKT	2016-2019	Oakville	July 20, 2015 through October 11, 2019
MKX	2015-2023	Oakville	June 20, 2014 through December 6, 2023
MKZ	2016	Hermosillo	December 13, 2014 through March 23, 2016
Mustang	2021-2023	Flatrock	June 24, 2020 through April 5, 2023
Ranger	2019-2023	Michigan	January 2, 2019 through June 28, 2023
Taurus	2017	Chicago	June 16, 2016 through November 5, 2017
Transit	2015-2025	Kansas City	February 3, 2014 through September 16, 2025
Transit Connect	2015-2022	Valencia (Spain)	September 25, 2015 through July 30, 2022

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR PROVIDING A NO-COST, ONE-TIME REPAIR

In some of the affected vehicles, customers may experience a blank or distorted image on the center display screen when the vehicle is in reverse, which is caused by a non-functioning rear view camera.

SERVICE ACTION

A complete Dealer Bulletin including technical instructions will be provided to dealers by **October 5, 2026** when a remedy is available to support this safety recall.

IMPORTANT: Dealers should open a Repair Order (RO) only when a full dealer bulletin is published. Opening an RO against an Awareness or Advance Notice will result in warranty rejections against a customer satisfaction program.

OWNER NOTIFICATION

Owner Letters are expected to be mailed starting the week of March 30, 2026 or sooner. Mailings are planned to occur in phases through August 2026. These mailings may occur before the remedy, including repair instructions, has been provided to dealers.

OWNER REFUNDS

Vehicle owners may be eligible for a refund. Refunds will only be provided for services related to the replacement of a rear view camera.

To request a refund from Ford, owners should send a refund request with all required documentation, including the 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. The original receipt will be returned to the owner.

QUESTIONS & ASSISTANCE

For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site. The SSSC Web Contact Site can be accessed through the Professional Technician System (PTS) website using the SSSC link listed at the bottom of the OASIS VIN report screen or listed under the SSSC tab.

Customer Service Division



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

April 2026

Customer Satisfaction Program 25N17

Mr. John Sample
123 Main Street
Anywhere, USA 12345

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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?

Ford is providing a one-time repair program for your vehicle's rear view camera. Your rear view camera is likely working fine right now, but if it fails within the first 15 years of your vehicle's life, we will replace it once at no cost to you.

What is the effect?

If your rear view camera stops working, you may experience a blank or distorted image on the center display screen when the vehicle is in reverse.

What will Ford and your dealer do?

If you experience the symptoms listed above, contact your dealer and reference Customer Satisfaction Program number 25N17. After an inspection and determination from your dealer, Ford will provide a one-time replacement of the rear view camera. Due to limited parts availability until October 2026, please contact your dealer to schedule an appointment first.

What are this program's terms?

This program will be available for a total of 15 years and unlimited miles from the warranty start date, free of charge (parts and labor). Coverage will apply to subsequent owners.

How long will it take?

If, after a dealer inspection, the rear view camera requires replacement, 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. In addition, your vehicle will require an inspection to determine if parts need to be ordered.

What should you do? You do not need to return to your dealer for this repair unless the rear view camera in your vehicle displays a blank or distorted image on the center display screen when the vehicle is in reverse, or you receive a message that the rear view camera is unavailable on the center display screen. Please keep this letter as a reminder of the one-time repair offer for your rear view camera.

If you experience the symptoms described above, and your vehicle is within the indicated time limitations, contact your dealer to confirm parts availability prior to scheduling an appointment.

If you do not already have a servicing dealer, you can access 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.

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 paid for this repair? If you paid to have this service done, you may be eligible for a refund. Refunds will only be provided for services related to rear view camera replacement. Provide your paid original receipt before April 30, 2027. 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 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 retailer'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.

To view the letter in Spanish

Visit: fordtranslatehub.com

Para ver la carta en español

Visite: 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



Ford Motor Company
División de Servicio al Cliente
PO Box 1904
Dearborn, Michigan 48121

Abril 2026

Programa de satisfacción del cliente 25N17

Sr. Juan Pérez
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Ciudad, EE. UU. 12345

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El compromiso de Ford Motor Company no es solo fabricar productos confiables y de alta calidad, sino también lograr la plena satisfacción del cliente. Para demostrar este compromiso, le ofrecemos el Programa de satisfacción del cliente sin costo alguno para su vehículo.

¿Por qué recibe este aviso?

Ford está ofreciendo un programa de reparación única para la cámara trasera de su vehículo. Es probable que su cámara trasera funcione correctamente en este momento, pero si falla dentro de los primeros 15 años de vida de su vehículo, la reemplazaremos una vez sin costo alguno para usted.

¿Cuál es el efecto?

Si la cámara trasera deja de funcionar, es posible que vea una imagen en blanco o distorsionada en la pantalla central cuando el vehículo esté en reversa.

¿Qué medidas adoptarán Ford y su concesionario?

Si experimenta los síntomas mencionados anteriormente, póngase en contacto con su concesionario e indique el número 25N17 del Programa de Satisfacción del Cliente. Tras una inspección y una evaluación por parte de su concesionario, Ford le proporcionará un reemplazo único de la cámara trasera. Debido a la disponibilidad limitada de piezas hasta octubre de 2026, póngase en contacto con su concesionario para programar una cita con antelación.

¿Cuáles son los términos de este programa?

Este programa estará disponible durante un total de 15 años y kilometraje ilimitado a partir de la fecha de inicio de la garantía, sin cargo alguno (piezas y mano de obra). La cobertura no se aplica a los siguientes propietarios.

¿Cuánto tiempo tomará?

Si, tras una inspección del concesionario, la cámara trasera requiere ser reemplazada, el tiempo necesario para esta reparación es inferior a medio día. Sin embargo, debido a los requisitos de planificación de servicio, es posible que su distribuidor tarde un poco más. Además, se realizará una inspección del vehículo para determinar si se deben solicitar piezas.

¿Qué debe hacer?

No es necesario que vuelva a su concesionario para esta reparación a menos que la cámara trasera de su vehículo muestre una imagen en blanco o distorsionada en la pantalla central cuando el vehículo esté en marcha atrás, o que reciba un mensaje que indique que la cámara trasera no está disponible en la pantalla central. Conserve esta carta como recordatorio de la oferta de reparación única para su cámara de visión trasera.

Si experimenta los síntomas descritos anteriormente, y su vehículo cumple con los plazos indicados, póngase en contacto con su concesionario para confirmar la disponibilidad de las piezas antes de programar una cita.

Si aún no tiene un concesionario para realizar el servicio, puede acceder a ford.com/support para conocer las direcciones de los concesionarios, ver mapas y obtener las instrucciones para llegar.

NOTA: Puede recibir información sobre las campañas y los programas de satisfacción del cliente a través de la aplicación Ford. La aplicación se puede descargar a través de App Store o Google Play. Adicionalmente, existen otras funciones como reserva de estacionamientos en determinados lugares, además de control de ciertas funciones en el vehículo (bloqueo o desbloqueo de puertas, arranque remoto) si así está equipado para permitir el control.

Servicio móvil

El Servicio móvil de Ford se ofrece a través de los concesionarios que participan, comuníquese con su concesionario para obtener detalles.

Servicio de retiro y entrega

El servicio complementario de retiro y entrega de vehículos también podría estar disponible previa solicitud a través de los concesionarios que participan. Su concesionario retirará el vehículo y lo regresará con la reparación realizada.

¿Pagó por esta reparación?

Si pagó por este servicio, es posible que tenga derecho a un reembolso. Solo se realizarán reembolsos por servicios relacionados con el reemplazo de la cámara trasera. Presente su recibo de pago original antes del 30 de abril de 2027.

Para solicitar un reembolso de Ford, envíe la solicitud de reembolso con toda la documentación que se solicita, incluido el recibo original de la reparación (no envíe fotocopias), a Ford Motor Company, P.O. Box 6251, Dearborn, Michigan 48121-6251. El procesamiento de las solicitudes de reembolso que se envían a esta dirección puede tardar hasta 60 días. Su recibo original le será regresado.

Comuníquese con el Centro de asistencia de campañas de Ford al 1-866-436-7332 para obtener información detallada relacionada con la elegibilidad para el programa de reembolso de Ford y los requisitos de documentación.

¿Qué pasa si ya no es el propietario del vehículo?

Si usted ya no es el propietario del vehículo y tiene la dirección del propietario actual, le solicitamos que le reenvíe esta carta. Recibió este aviso porque nuestros registros indican que es el propietario o arrendatario actual.

¿Podemos hacer algo más por usted?

Si tiene problemas para reparar de inmediato su vehículo y sin costo alguno, comuníquese con el Gerente de Servicio de su minorista para solicitar ayuda.

si tiene dudas o preguntas, comuníquese con nuestro **Centro de Asistencia de Campañas Ford (RAC) al 1-866-436-7332** y uno de nuestros representantes con gusto lo atenderá. El RAC está abierto de lunes a viernes de 8:30 a. m. a 7:00 p. m. (hora del este). Si es usuario de TTY/TDD, comuníquese con el RAC al número que se menciona, mediante el servicio de retransmisión de telecomunicaciones, para esto, marque el 711.

Si desea comunicarse con nosotros a través de Internet, nuestra dirección es ford.com/support.

Como parte de la comunidad Ford, agradecemos su atención en este asunto sumamente importante y su lealtad.

División de Servicio al Cliente