



David J. Johnson  
 Director  
 Service Engineering Operations  
 Ford Customer Service Division

Ford Motor Company  
 P. O. Box 1904  
 Dearborn, Michigan 48121

November 6, 2020

**TO:** All U.S. Ford and Lincoln Dealers

**SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD  
 Compliance Recall 20C19  
 Certain 2020 Model Year Multiple Vehicle Lines  
 Rear View Camera Improper Function**

**AFFECTED VEHICLES**

**NOTE:** Only analog cameras are affected by this program.

Vehicle	Model Year	Assembly Plant	Build Dates
Explorer	2020	Chicago	November 16, 2019 through May 18, 2020
F-150		Dearborn	October 26, 2019 through May 18, 2020
		Kansas City	November 2, 2019 through May 18, 2020
Mustang		Flat Rock	November 18, 2019 through May 26, 2020
Transit		Kansas City	October 28, 2019 through May 20, 2020
F-Super Duty		Kentucky Truck	November 3, 2019 through May 18, 2020
		Ohio	October 30, 2019 through May 18, 2020
Expedition		Kentucky Truck	October 30, 2019 through June 22, 2020
Escape		Louisville	November 5, 2019 through May 18, 2020
Corsair		Louisville	November 14, 2019 through May 18, 2020
Edge		Oakville	November 13, 2019 through May 26, 2020
Nautilus		Oakville	November 21, 2019 through May 26, 2020
Ranger		Michigan	December 9, 2019 through May 19, 2020

Affected vehicles are identified in OASIS and FSA VIN Lists.

**REASON FOR THIS COMPLIANCE RECALL**

In some of the affected vehicles, insufficient electrical conductivity within the Printed Circuit Board (PCB) internal to the camera may lead to intermittent rear view camera operation. A rear view camera that intermittently displays a blank or distorted image can reduce the driver's view of what is behind the vehicle and does not conform to the requirements specified by the Federal Motor Vehicle Safety Standard (FMVSS) 111 - Rear Visibility.

## **SERVICE ACTION**

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to replace the rear view camera following the Attachment III Technical Information. This service must be performed on all affected vehicles at no charge to the vehicle owner.

**NOTE:** Not all the parts are currently available in sufficient quantities to repair all vehicles. Please refer to Attachment II to determine part availability. For vehicles with limited part availability, part orders can be requested through the Special Service Support Center (SSSC) using the SSSC link at the bottom of the OASIS VIN report screen to repair vehicles that meet the following criteria only:

- Affected customer vehicles that arrive at your dealership.
- New in-stock vehicles with a signed sales contract.

It is anticipated that parts will be available in sufficient quantities to repair all vehicles in the first quarter of 2021. Refer to Attachment II for additional information.

**NOTE:** The stripped chassis rear view camera assembly is required to perform the repair but does not need to be installed on the vehicle.

**NOTE:** Truck tailgates are required to perform this service action.

## **OWNER NOTIFICATION MAILING SCHEDULE**

Owner letters are expected to be mailed the week of November 9, 2020. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

### **PLEASE NOTE:**

**Federal law requires dealers to complete this recall service before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a dealer could result in a civil penalty of up to \$21,000 per vehicle. Correct all vehicles in your new vehicle inventory before delivery.**

## **ATTACHMENTS**

Attachment I: Administrative Information  
Attachment II: Labor Allowances and Parts Ordering Information  
Attachment III: Technical Information  
Owner Notification Letters

## **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 Society (PTS) website using the SSSC link listed at the bottom of the OASIS VIN report screen or listed under the SSSC tab.

Sincerely,



David J. Johnson

**NEW VEHICLE DEMONSTRATION / DELIVERY HOLD**  
**Compliance Recall 20C19**  
Certain 2020 Model Year Multiple Vehicle Lines  
Rear View Camera Improper Function

**OASIS ACTIVATION**

OASIS will be activated on November 6, 2020.

**FSA VIN LISTS ACTIVATION**

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on November 6, 2020. Owner names and addresses will be available by November 24, 2020.

**NOTE:** Your FSA VIN Lists may contain owner names and addresses obtained from motor vehicle registration records. The use of such motor vehicle registration data for any purpose other than in connection with this recall is a violation of law in several states, provinces, and countries. Accordingly, you must limit the use of this listing to the follow-up necessary to complete this recall.

**SOLD VEHICLES**

- Ford has not issued instructions to stop selling/delivering or driving used vehicles under this compliance recall. Owners should contact their dealer for an appointment to have their vehicles remedied as soon as practicable. Owners can continue to safely drive their vehicles.
- Immediately contact any of your affected customers whose vehicles are not on your VIN list but are identified in OASIS. Give the customer a copy of the Owner Notification Letter (when available) and schedule a service date.
- Correct other affected vehicles identified in OASIS which are brought to your dealership.
- Dealers are to prioritize repairs of customer vehicles over repairs of new and used vehicle inventory.

**STOCK VEHICLES**

- Correct all affected units in your new vehicle inventory before delivery.
- Use OASIS to identify any affected vehicles in your used vehicle inventory.

**DEALER-OPERATED RENTAL VEHICLES**

The Fixing America's Surface Transportation (FAST) Act law effective June 2016 prohibits a rental company from selling, renting or leasing vehicles subject to a safety or compliance recall. Please consult your legal counsel for legal advice.

**TITLE BRANDED / SALVAGED VEHICLES**

Affected title branded and salvaged vehicles are eligible for this recall.

**OWNER REFUNDS**

Refunds are not approved for this program.

**RENTAL VEHICLES**

Rental vehicles are not approved for this program.

**LINCOLN PICKUP AND DELIVERY**

Owners of 2017 MY and newer Lincoln vehicles have the option of requesting pickup and delivery service with a Lincoln loaner (up to 2 days), from their dealership. For details, reference EFC07715, 2020 Lincoln Pickup & Delivery Updates.

**NEW VEHICLE DEMONSTRATION / DELIVERY HOLD**  
**Compliance Recall 20C19**  
Certain 2020 Model Year Multiple Vehicle Lines  
Rear View Camera Improper Function

**ADDITIONAL REPAIR (LABOR TIME AND/OR PARTS)**

Additional repairs identified as necessary to complete the FSA should be managed as follows:

- For related damage and access time requirements, refer to the Warranty and Policy Manual / Section 6 – Ford & Lincoln Program Policies / General Information & Special Circumstances for FSA's / Related Damage.
- For vehicles within new vehicle bumper-to-bumper warranty coverage, no SSSC approval is required, although related damage must be on a separate repair line with the "Related Damage" radio button checked.
  - Ford vehicles – 3 years or 36,000 miles
  - Lincoln vehicles – 4 years or 50,000 miles
- For vehicles outside new vehicle bumper-to-bumper warranty coverage, submit an Approval Request to the SSSC Web Contact Site prior to completing the repair.

**CLAIMS PREPARATION AND SUBMISSION**

- **Claim Entry:** Enter claims using Dealer Management System (DMS) or One Warranty Solution (OWS) online.
  - When entering claims, select claim type 31: Field Service Action. The FSA number (20C19) is the sub code.
  - For additional claims preparation and submission information, refer to the Recall and Customer Satisfaction Program (CSP) Repairs in the OWS User Guide.
- **Related Damage/Additional labor and/or parts:** Must be claimed as Related Damage on a separate repair line from the FSA with same claim type and sub code as described in Claim Entry above.

**IMPORTANT:** Click the Related Damage Indicator radio button.
- **Lincoln Pickup & Delivery:** Claims for Lincoln Pickup & Delivery with a Lincoln loaner (up to 2 days) should be submitted on a separate line from the FSA. Refer to EFC07715, 2020 Lincoln Pickup & Delivery Updates for details.

**NEW VEHICLE DEMONSTRATION / DELIVERY HOLD**  
**Compliance Recall 20C19**  
 Certain 2020 Model Year Multiple Vehicle Lines  
 Rear View Camera Improper Function

**LABOR ALLOWANCES**

Description	Vehicle	Labor Operation	Labor Time
Replace Analog Rear View Camera (includes time for camera configuration)	F-150/Raptor	20C19B	0.4 Hours
	F-Super Duty	20C19C	0.4 Hours
	Transit	20C19D	0.3 Hours
	Expedition	20C19E	0.5 Hours
	Explorer/Police	20C19F	0.5 Hours
	Edge	20C19G	0.7 Hours
	Escape	20C19H	0.4 Hours
	Mustang	20C19J	0.4 Hours
	Nautilus	20C19K	0.7 Hours
	Corsair	20C19L	0.8 Hours
* Replace Analog Rear View Camera - Stripped Chassis Loose Camera Kit Only (camera configuration not required)	Stripped Chassis - F-Super Duty, Transit, Ranger	20C19M	0.3 Hours
360 Degree View Camera Alignment or Pro Trailer Backup Assist (PTBA) Camera Alignment (as needed)	F-150/Raptor, Expedition, Nautilus	20C19N	0.5 Hours

\* The stripped chassis rear view camera assembly is required to perform the repair but does not need to be installed on the vehicle.

**PARTS REQUIREMENTS / ORDERING INFORMATION – Part Currently Available**

For vehicles with multiple camera options, dealers must determine the correct service part number by VIN using the parts catalog.

Part Number	Description	Order Quantity	Claim Quantity
JL3Z-19G490-A	F-150 Raptor - Rear View Camera	1	1
LK4Z-19G490-B	Transit - Rear View Camera (Rear Only Parking Aid Camera System)	1	1
LK4Z-19G490-J	Transit - Rear View Camera (180 Degree View Camera System)	1	1
FR3Z-19G490-A	Mustang - Rear View Camera	1	1
K2GZ-19G490-B	Nautilus - Rear View Camera	1	1
LJ7Z-19G490-A	Corsair - Rear View Camera	1	1
JC3Z-19G490-E	F-Super Duty, Transit, Ranger - Rear View Camera (Stripped Chassis Camera Kit)	1	1

Order your parts through normal order processing channels. To guarantee the shortest delivery time, an emergency order for parts must be placed.

**NEW VEHICLE DEMONSTRATION / DELIVERY HOLD**  
**Compliance Recall 20C19**  
 Certain 2020 Model Year Multiple Vehicle Lines  
 Rear View Camera Improper Function

**PARTS REQUIREMENTS / ORDERING INFORMATION – Limited Part Availability**

**SSSC Web Contact Site:**

For vehicles with multiple camera options, dealers must determine the correct service part number by VIN using the parts catalog.

To place an order for rear view camera, submit a VIN-specific Part Order contact via the SSSC Web Contact Site.

**NOTE:** The rear view cameras are currently not available in sufficient quantities to repair all vehicles. Due to limited part supply, it is possible not all parts requests can be filled. The part orders will be placed by the SSSC in the order received. The rear view camera part orders can be requested through the SSSC using the SSSC link at the bottom of the OASIS VIN report screen to repair vehicles that meet the following criteria only:

- Affected customer vehicles that arrive at your dealership.
- New in-stock vehicles with a signed sales contract. (submit copy of contract via SSSC link).

It is anticipated that parts will be available in sufficient quantities to repair all vehicles in the first quarter of 2021.

<b>Part Number</b>	<b>Description</b>	<b>Order Quantity</b>	<b>Claim Quantity</b>
JL3Z-19G490-B	F-150 - Rear View Camera (360 Degree View Camera System)	1	1
JL3Z-19G490-C	F-150 - Rear View Camera (Rear Only Parking Aid Camera System)	1	1
JC3Z-19G490-F	F-Super Duty - Rear View Camera	1	1
LJ6Z-19G490-A	Escape - Rear View Camera	1	1
LL1Z-19G490-A	Expedition - Rear View Camera (Rear Only Parking Aid Camera System)	1	1
JL1Z-19G490-C	Expedition - Rear View Camera (360 Degree View Camera System)	1	1
LB5Z-19G490-E	Explorer - Rear View Camera	1	1
K2GZ-19G490-D	Edge - Rear View Camera	1	1

Dealers will be notified via a DOES II communication if circumstances warrant a change in part supply strategy and when open ordering resumes.

**DEALER PRICE**

For latest prices, refer to DOES II.

**NEW VEHICLE DEMONSTRATION / DELIVERY HOLD**  
**Compliance Recall 20C19**  
Certain 2020 Model Year Multiple Vehicle Lines  
Rear View Camera Improper Function

**PARTS RETENTION, RETURN, & SCRAPPING**

Follow the provisions of the Warranty and Policy Manual, Section 1 - WARRANTY PARTS RETENTION AND RETURN POLICIES. If a replaced part receives a scrap disposition, the part must be scrapped in accordance with all applicable local, state and federal environmental protection and hazardous material regulations. Federal law prohibits selling motor vehicle parts or components that are under safety, compliance, or emissions recall.

**EXCESS STOCK RETURN**

Excess stock returned for credit must have been purchased from Ford Customer Service Division in accordance with Policy Procedure Bulletin 4000.

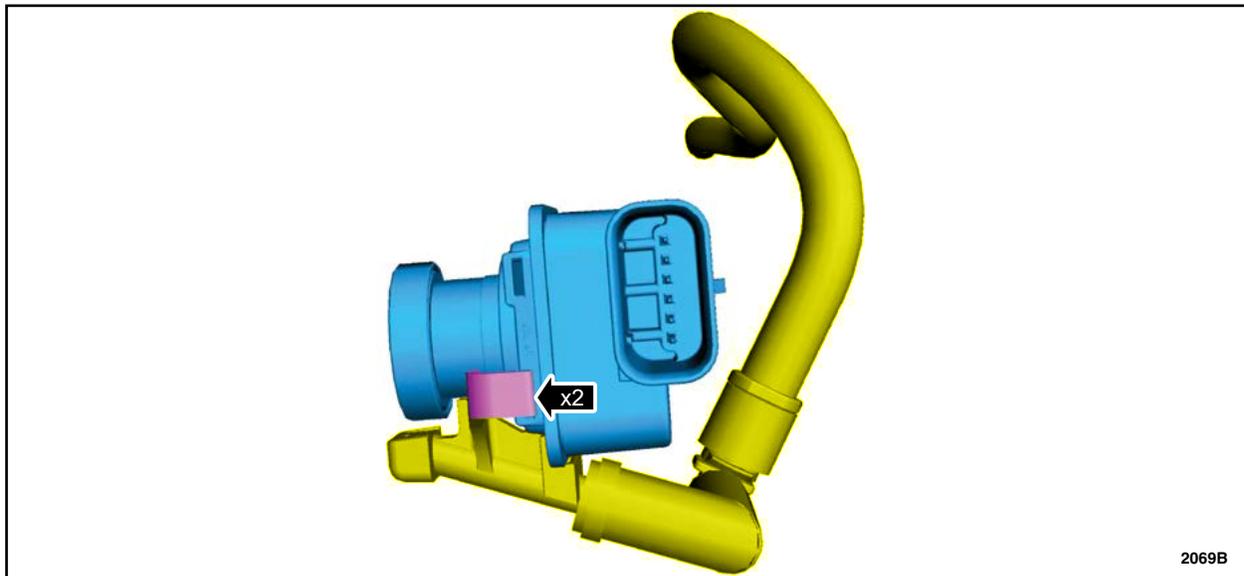
## CERTAIN 2020 MODEL YEAR MULTIPLE VEHICLE LINES — REAR VIEW CAMERA IMPROPER FUNCTION

### SERVICE PROCEDURE

**NOTE:** Only analog cameras are affected by this program.

**NOTE:** Some cameras may have a rubber grommet or a spacer on them. If the replacement rear view camera does not have the rubber grommet or spacer installed, transfer the original rear view camera rubber grommet or spacer to the replacement camera before installation.

**NOTE:** If equipped, transfer the washer nozzle and tube assembly to the *new* camera. See Figure 1.



**FIGURE 1**

### All Except Edge, Corsair and Stripped Chassis Vehicles (F-Super Duty, Ranger and Transit)

- For Edge vehicles proceed to Page 2.
- For Corsair vehicles proceed to Page 6.
- For stripped chassis vehicles with rear view camera - On Vehicle or In Hand, proceed to Page 9.

**NOTE:** The stripped chassis rear view camera assembly is required to perform the repair, but does not need to be installed on the vehicle.

**NOTE:** Truck tailgates are required to perform this repair.

1. Replace the Rear Parking Aid Camera. Please follow the Workshop Manual (WSM) procedures in Section 413-13.



### Edge Vehicles Only

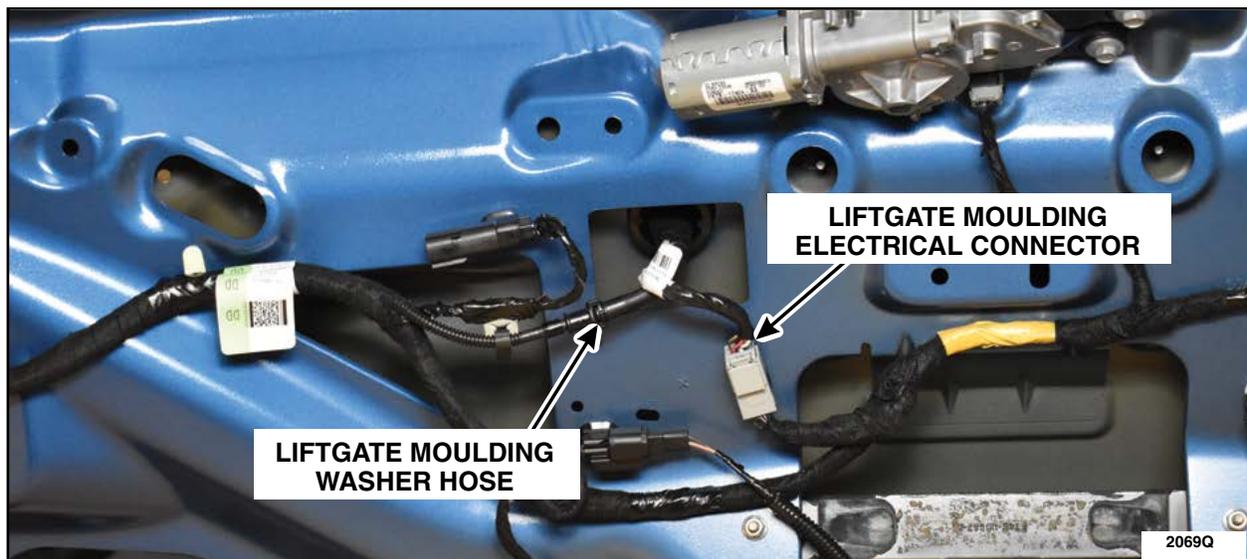
1. Remove the Reversing Lamps. Please follow the Workshop Manual (WSM) procedures in Section 417-01.
2. Remove the six (6) retainers holding the liftgate moulding to the liftgate panel. See Figure 2.

• Torque to: 28 lb.in (3.2 Nm).



**FIGURE 2**

3. Disconnect the liftgate moulding washer hose and the electrical connector. See Figure 3.



**FIGURE 3**



4. Release the liftgate moulding wiring harness retainer by depressing the tabs and pushing the retainer rearward into the liftgate moulding. See Figure 4.

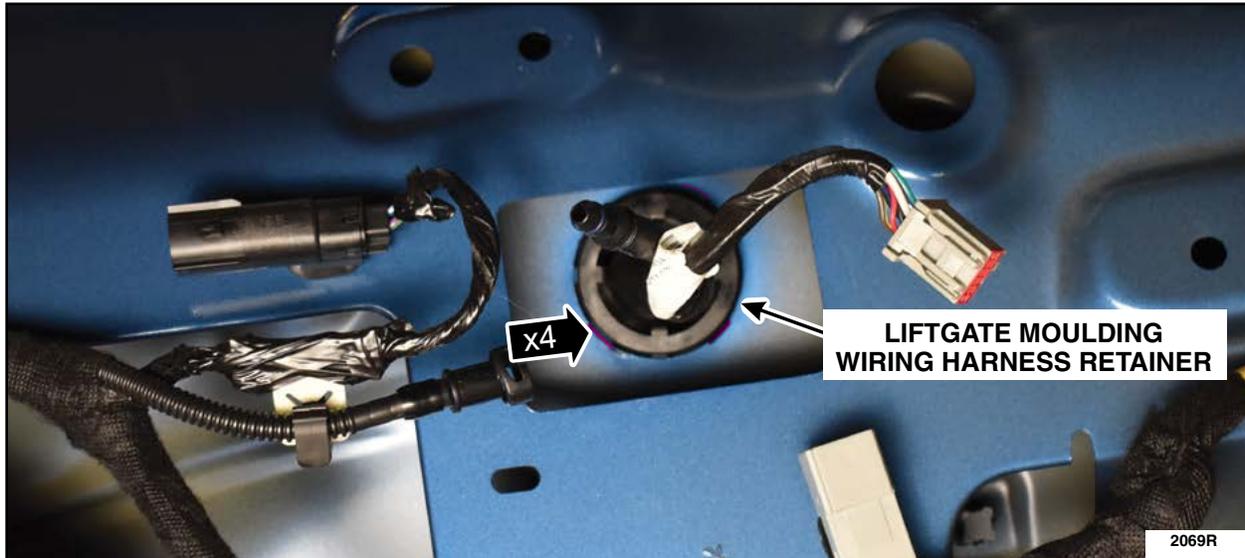


FIGURE 4

**CAUTION:** The clips that hold the liftgate moulding are secured tightly, to avoid damaging the liftgate moulding, an assistant is required when carrying out this step.

5. With an assistant on the opposite side, release the liftgate moulding clips and remove the liftgate moulding. Figure 5 shows the clip locations and is removed for clarity.

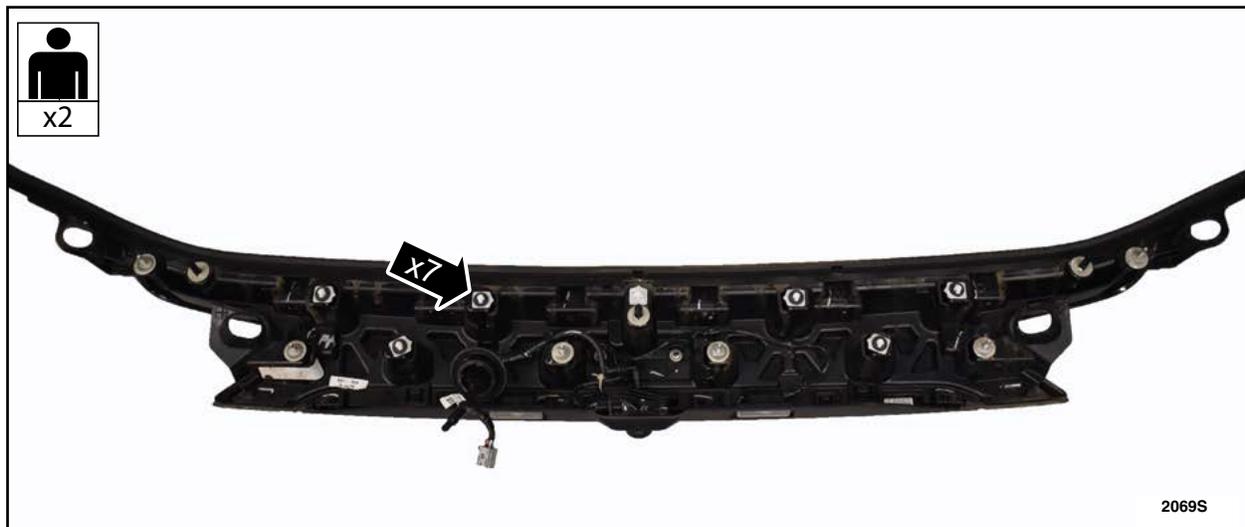


FIGURE 5



6. Remove the screws, separate the wiring guide and remove the rear parking aid camera bracket.  
See Figure 6.

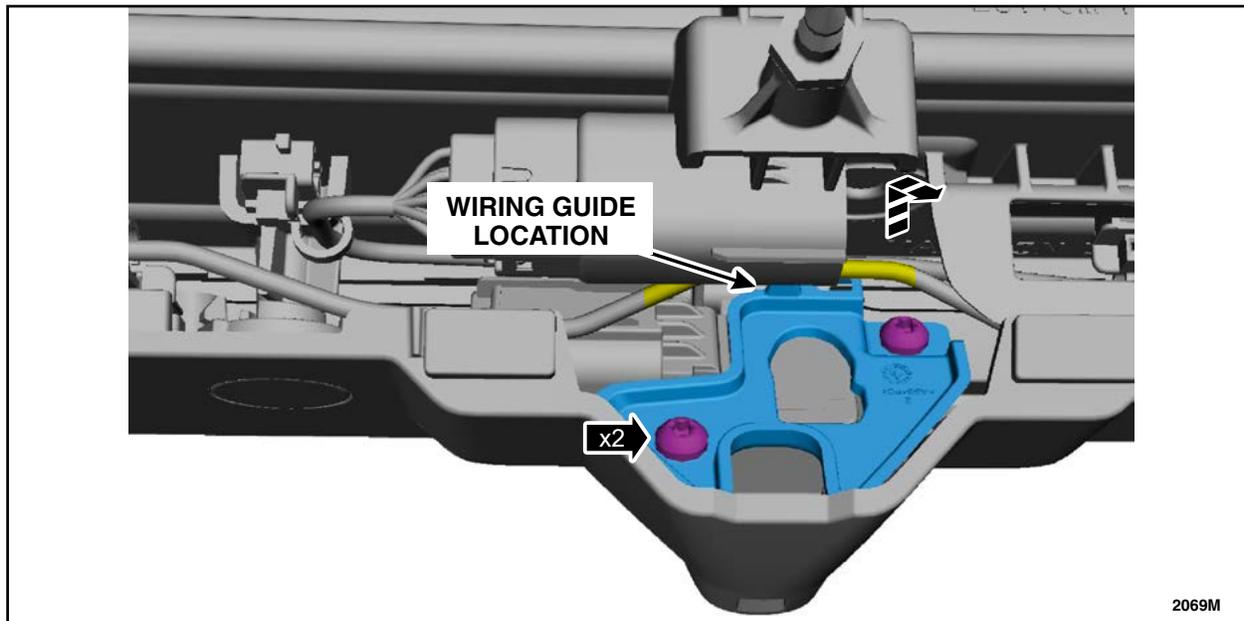


FIGURE 6

7. Disconnect the electrical connector and remove and discard the rear parking aid camera. See Figure 7.

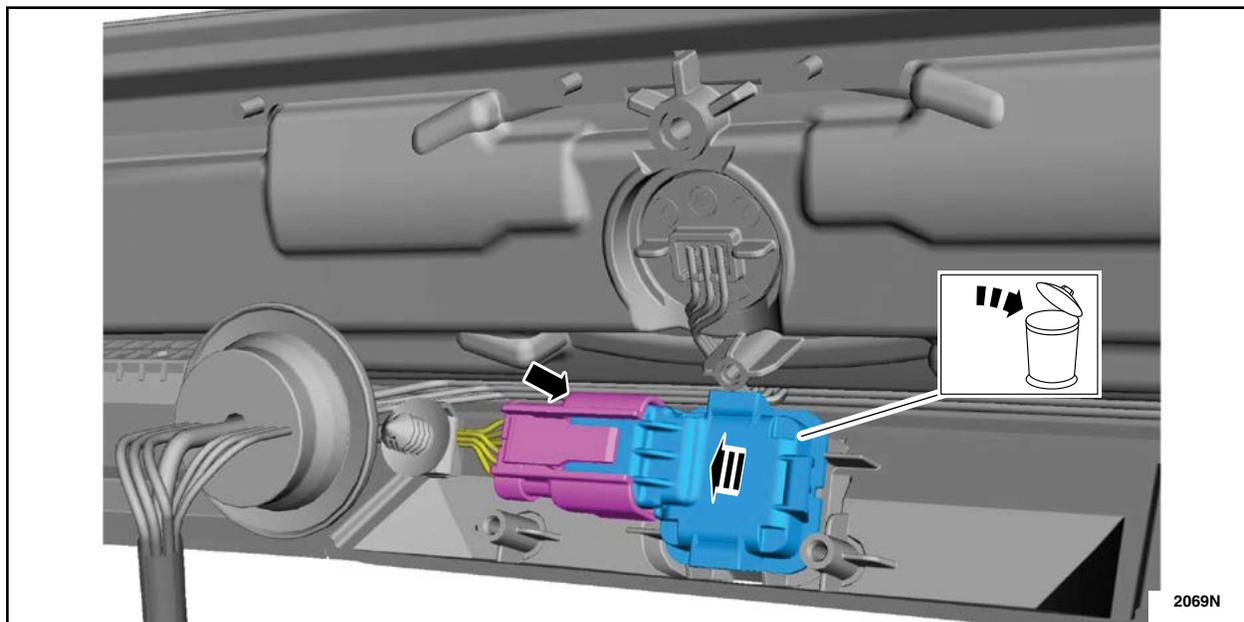


FIGURE 7



8. To install, reverse the removal procedure.

**Vehicles equipped with rear only parking aid camera**

9. Using a diagnostic scan tool, following the on screen instructions for the LIN New Module Initialization-BCM, configure the BCM.

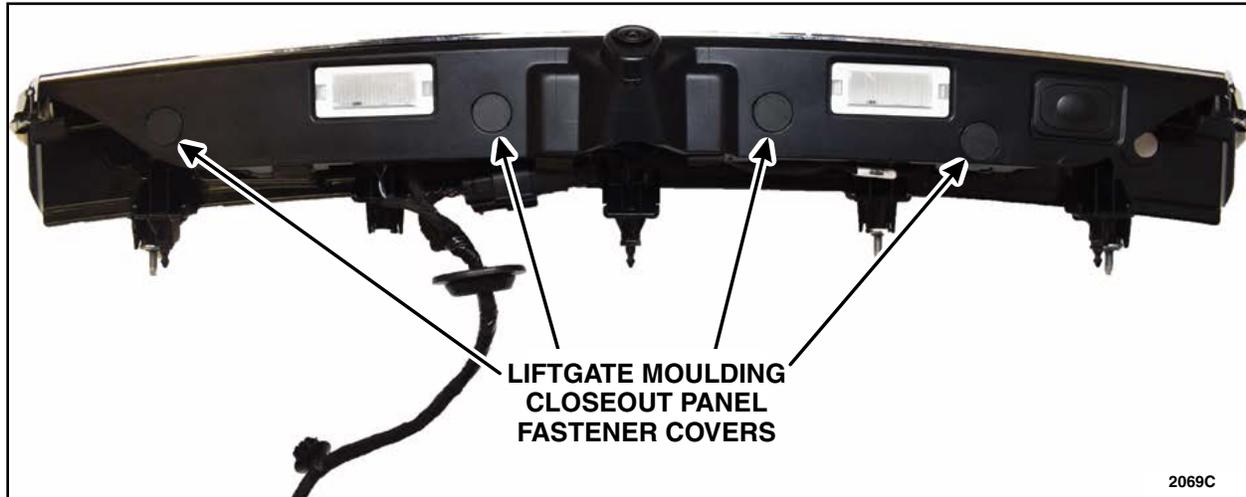
**Vehicles equipped with front and rear parking aid cameras**

10. Using a diagnostic scan tool, following the on screen instructions for the LIN New Module Initialization-IPMB, configure the IPMB.



### Corsair Vehicles Only

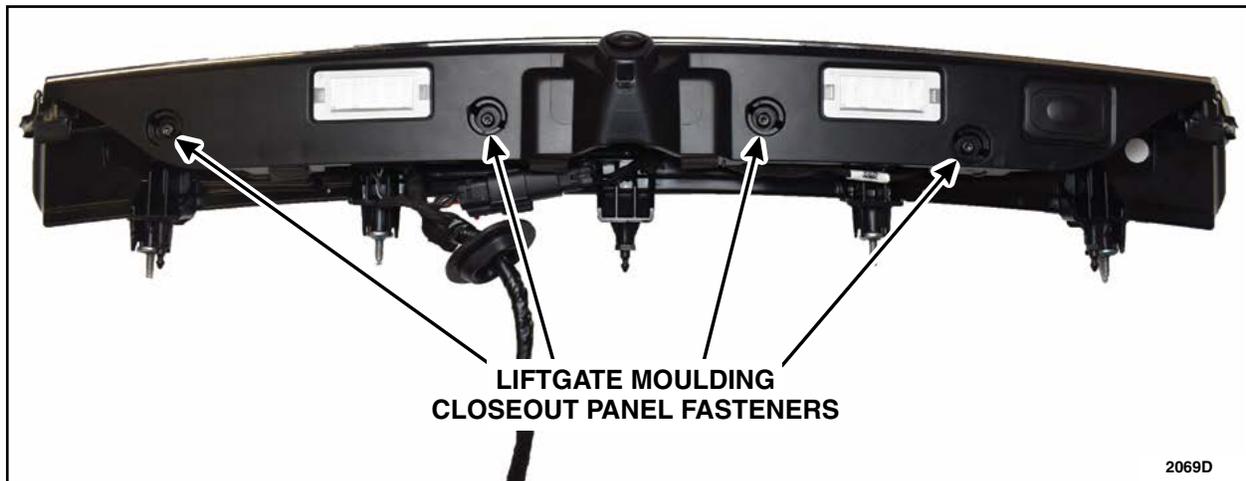
1. Remove both Rear Lamp Assemblies. Please follow the Workshop Manual (WSM) procedures in Section 417-01. Within the procedure refer to the liftgate mounted rear lamp assemblies.
2. Remove the Liftgate Moulding. Please follow the WSM procedures in Section 501-08.
3. From the underside of the liftgate moulding, remove the four (4) closeout panel fastener covers. See Figure 8.



**FIGURE 8**

4. Remove the four (4) liftgate moulding closeout panel fasteners. See Figure 9.

- Tighten to: 15 in.lbs (1.7 Nm).



**FIGURE 9**



5. Separate the liftgate moulding closeout panel (by lifting straight up) and rotate the panel upside. See Figures 10 and 13.

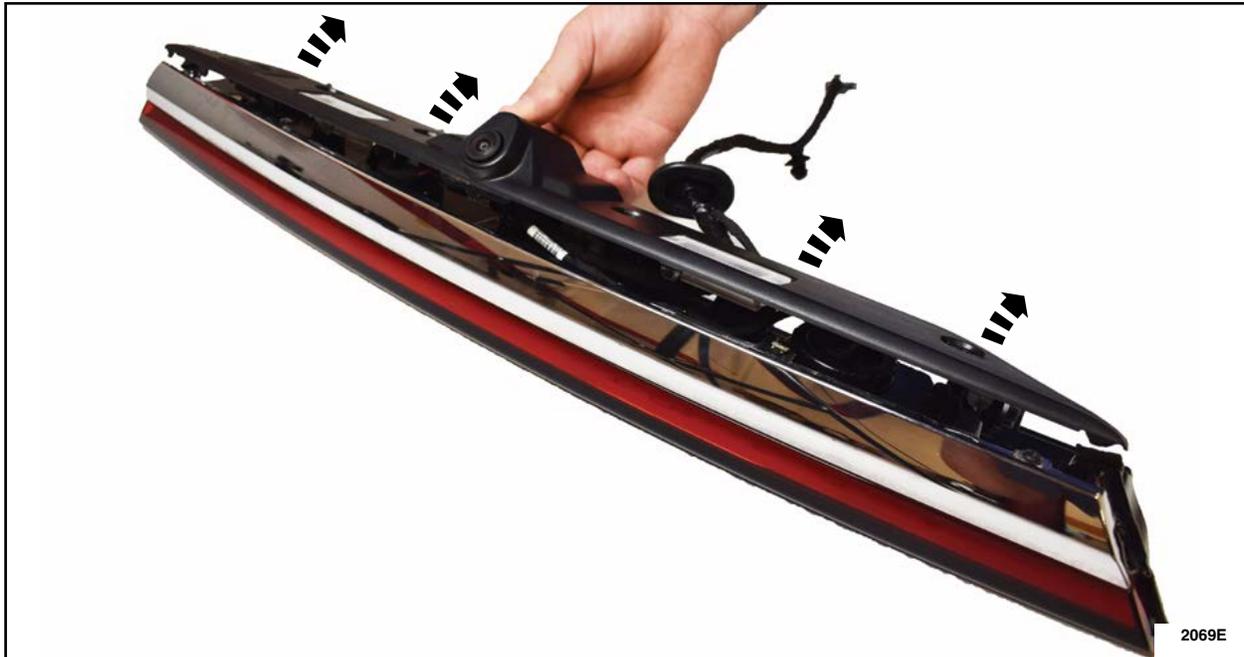


FIGURE 10

6. Remove the two (2) rear view camera bracket fasteners and the camera bracket. See Figure 11.

- Tighten to: 10 in.lbs (1.1 Nm).

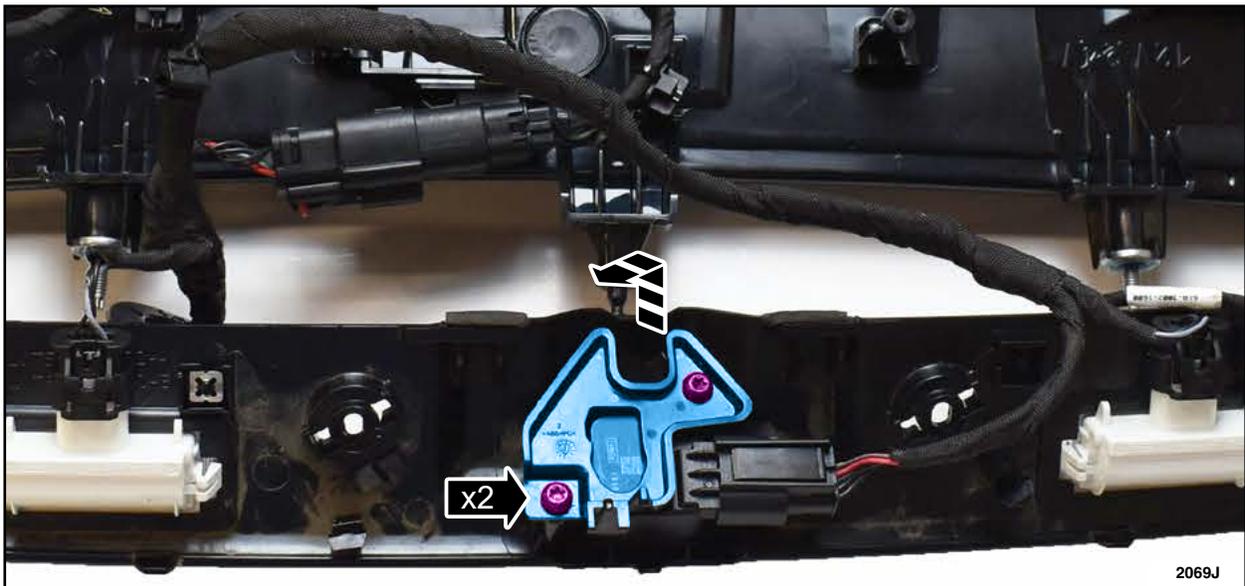


FIGURE 11



7. Disconnect the electrical connector (a) and remove and discard the rear parking aid camera (b).  
See Figure 12.

8. Install the *new* rear parking aid camera by reversing Step 7. See Figure 12.

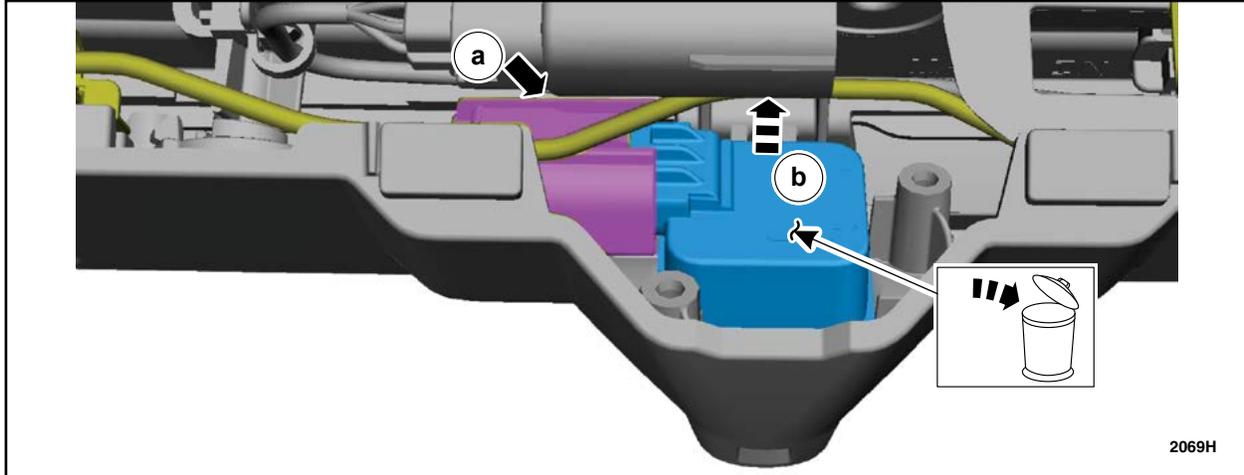


FIGURE 12

9. Install the rear view camera bracket and the bracket fasteners by reversing Step 6. See Figure 11.

10. Align the tabs in the closeout panel with the alignment slots in the liftgate moulding. See Figure 13.

**NOTE:** Ensure that the wiring harness is routed in the factory position prior to reinstalling the closeout panel.

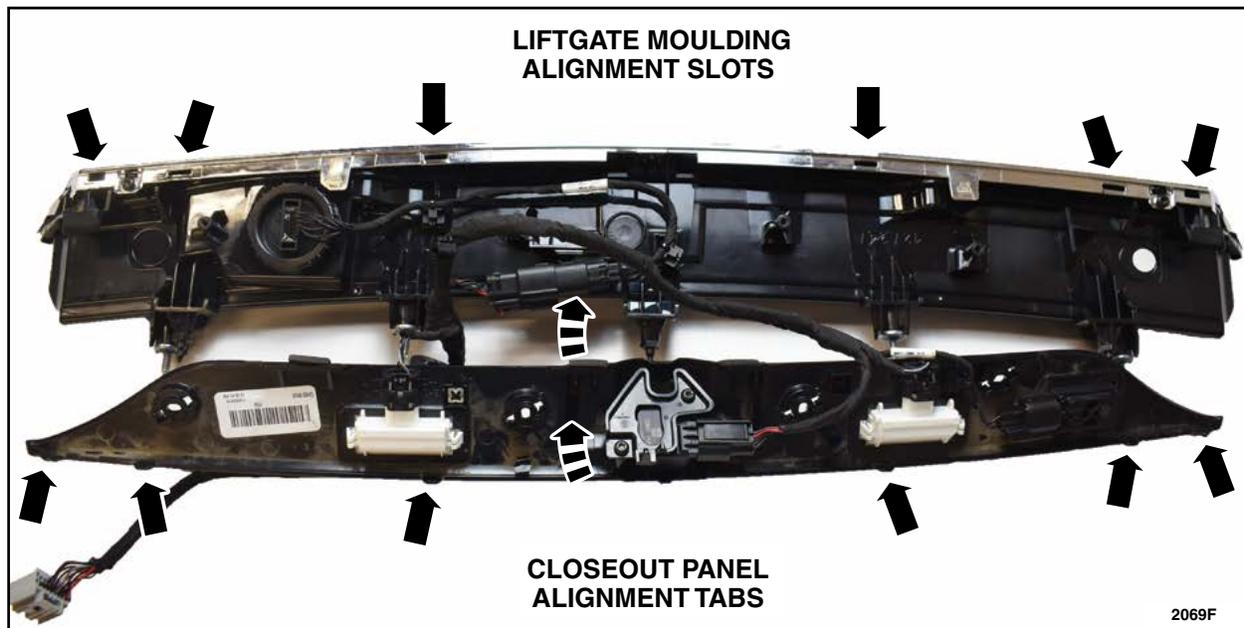


FIGURE 13

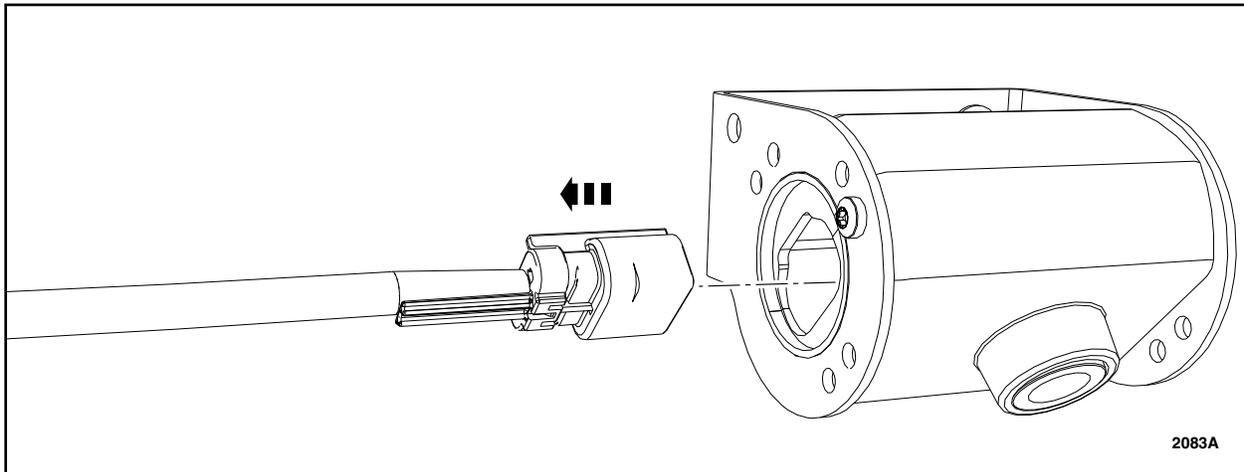


11. Install the four (4) closeout panel to liftgate moulding assembly fasteners. See Figure 9.
12. Install the four (4) closeout panel fastener covers. See Figure 8.
13. Install the Liftgate Moulding. Please follow the WSM procedures in Section 501-08.
14. Install both Rear Lamp Assemblies. Please follow the WSM procedures in Section 417-01.
15. Using a diagnostic scan tool, initialize the rear parking aid camera.

### Stripped Chassis Camera Kit - On Vehicle or In Hand (F-Super Duty, Ranger and Transit)

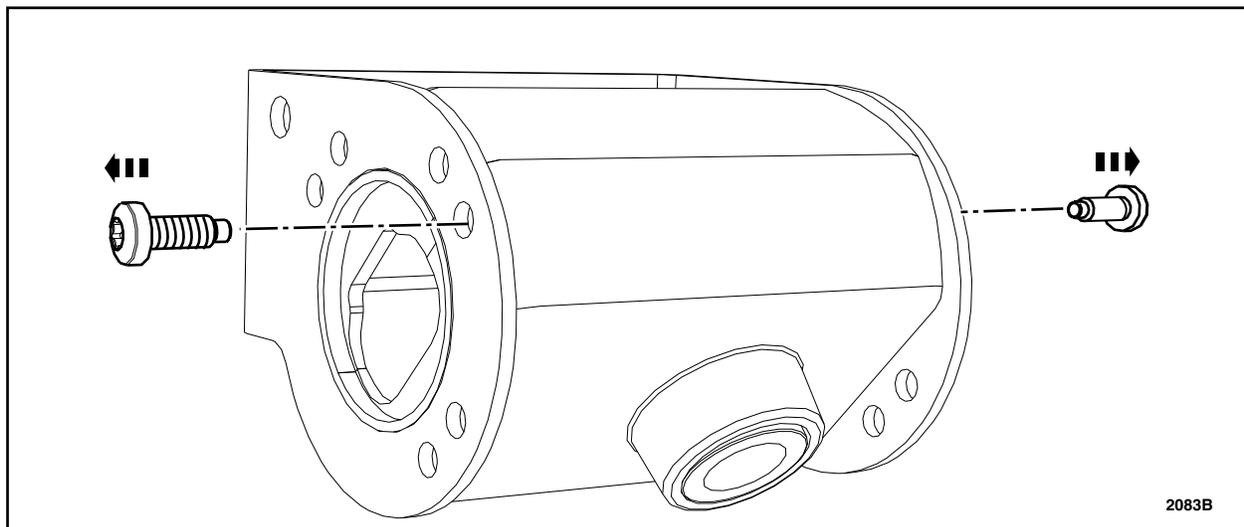
**NOTE:** For In Hand Camera kits, please follow Steps 3 through 5.

1. Disconnect the cameras' electrical connector. See Figure 14.



**FIGURE 14**

2. Make note of the fastener location on the camera bracket and remove the two (2) short camera to bracket fasteners (one on each side) and remove the camera assembly from the bracket. See Figure 15.



**FIGURE 15**



3. Remove the two (2) long screws from the back side of the camera housing and separate the housing halves. See Figure 16.

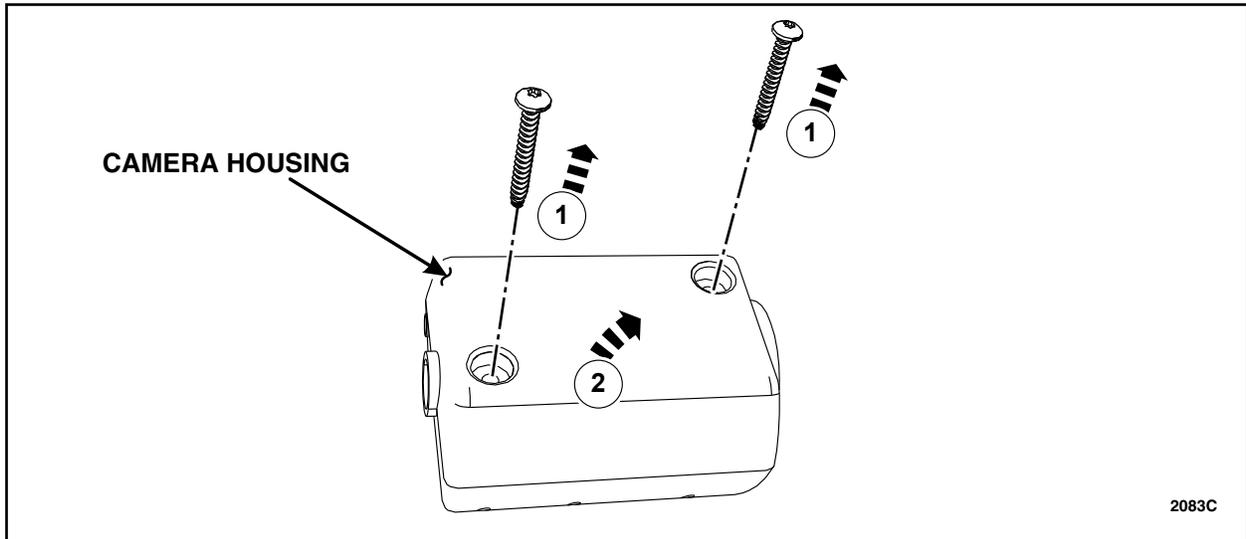


FIGURE 16

4. Paying close attention to the camera's orientation inside the housing, remove the original camera and install the replacement camera. See Figure 17.

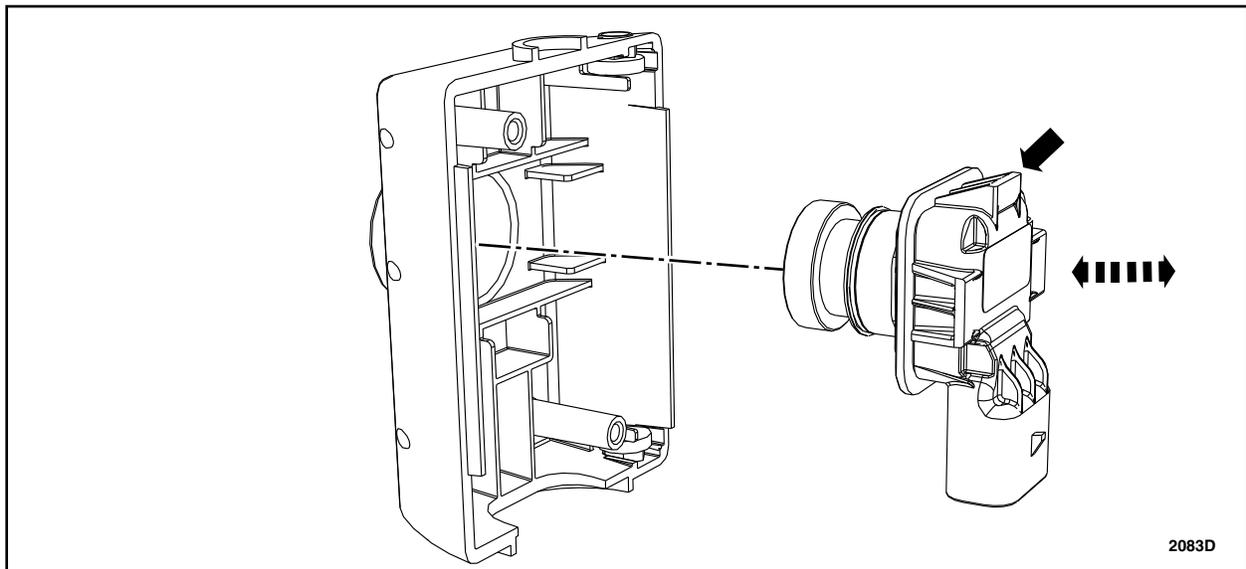


FIGURE 17



5. Attach the camera housing halves and install the two (2) long screws. See Figure 16.

- Tighten the screws to: 0.8 Nm (7.08 lb-in).

6. Position the camera and housing assembly into the mounting bracket. Rotate the camera until it aligns with the original alignment slots (noted before removal). Install a short screw on both sides to secure the camera in this position on the mounting bracket. See Figure 15.

- Tighten the screws to: 0.7 Nm (6.19 lb-in).

7. Connect the cameras' electrical connector. See Figure 14.

