



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

April 6, 2021

Mr. Adrian Diaz
Assistant Engineering Director Automotive Safety Office
Ford Motor Company
330 Town Center Drive
Suite 500/5024
Dearborn, MI 48126

NEF-107DM
21V-223

Subject: Loss of Backup Camera Image/FMVSS 111

Dear Mr. Diaz:

This letter serves to acknowledge Ford Motor Company's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:
LINCOLN/AVIATOR/2020-2021

Mfr's Report Date: March 30, 2021

NHTSA Campaign Number: 21V-223

Components:
BACK OVER PREVENTION:DISPLAY FUNCTION

Potential Number of Units Affected: 34,952

Problem Description:

Ford Motor Company (Ford) is recalling certain 2020-2021 Lincoln Aviator vehicles. The image processing module may be unable to provide video feed to the display, which could result in a loss of the backup camera image. As such, these vehicles fail to comply with the requirements of the Federal Motor Vehicle Safety Standard number 111, "Rear Visibility."

Consequence:

A backup camera that displays a blank or distorted image reduces the driver's rear view, increasing the risk of a crash.

Remedy:

Ford will notify owners, and dealers will update the image processing module software with the latest level, free of charge. The recall is expected to begin May 19, 2021. Owners may contact Ford customer service at 1-866-436-7332. Ford's number for this recall is 21C09.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.safercar.gov.

Please be reminded of the following requirements:



You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Under 49 U.S.C. § 30112(a), it is illegal for anyone, including a manufacturer, distributor, dealer, or retailer to sell an item of equipment or vehicle that fails to comply with all applicable Federal motor vehicle safety standards.

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Ford Motor Company's contact for this recall will be DeMara Magruder who may be reached by email at demara.magruder@dot.gov. We look forward to working with you.

Sincerely,



Alex Ansley
Chief, Recall Management Division
Office of Defects Investigation
Enforcement