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April 05, 2023

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD -**

Safety Recall 23S02 - Supplement #1

Certain 2020 - 2023 Model Year Multiple Vehicle Lines Equipped With 360 Degree Cameras - Inoperative Rear / 360 Degree Camera With A Blue Screen

REF: **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD -**

Safety Recall 23S02

Dated: January 27, 2023

NEW VEHICLE DEMONSTRATION / DELIVERY HOLD -

Safety Recall 21S44 - Supplement #1

Dated: November 10, 2021

New! REASON FOR THIS SUPPLEMENT

- **Service Action:** A service fix is not available at this time.
- **Owner Notification:** Vehicle owners will be mailed updated letters the week of April 17, 2023.
- **Claims Preparation and Submission:** Claiming is on hold for repairs after March 14, 2023.
- **Labor Allowances:** Claiming is on hold.
- **Technical Information:** A service fix is not available at this time.

New! AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Aviator	2020-2023	Chicago Assembly	October 19, 2018 through January 3, 2023
	2021-2023	Chicago SHO Center	September 14, 2020 through December 14, 2022
Corsair	2020-2022	Louisville	January 07, 2019 through December 15, 2022
Explorer	2020-2023	Chicago Assembly	October 19, 2018 through January 3, 2023
	2021-2023	Chicago SHO Center	September 14, 2020 through December 20, 2022

U.S. population of affected vehicles is: 383,630.

Affected vehicles are identified in OASIS and FSA VIN Lists.

NOTE: Some vehicles may be in the process of being repaired at the plant. Monitor OASIS before opening an RO and/or beginning a repair. Parts purchased for an FSA can be returned for credit, if required. See the EXCESS STOCK RETURN details in Attachment II for more information.

NOTE: This service action will automatically close out FSA 21S44 once performed and claimed.

REASON FOR THIS SAFETY RECALL

In some of the affected vehicles, customers may intermittently experience a rear camera blue image on the SYNC screen when the vehicle is placed in reverse, or when the 360 degree view is selected and available (during low-speed operation). Once displayed, the rear camera blue image will persist for the remainder of the ignition ON cycle. Once present, the issue is likely to reoccur on subsequent key cycles. The loss of the rear camera image during a reverse action increases the risk of a crash.

New! SERVICE ACTION

DO NOT DEMONSTRATE OR DELIVER any new in-stock vehicles involved in this safety recall.
Dealers will be notified when a service fix becomes available.

New! OWNER NOTIFICATION MAILING SCHEDULE

Owner letters were mailed the week of February 13, 2023. *Updated owner letters are expected to be mailed the week of April 17, 2023.* Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter **when a service fix becomes available.**

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 \$26,315 per vehicle. Correct all vehicles in your new vehicle inventory before delivery.

New! ATTACHMENTS

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

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.

Sincerely,



Stacy L. Balzer

NEW VEHICLE DEMONSTRATION / DELIVERY HOLD -**Safety Recall 23S02 - *Supplement #1***

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MOBILE REPAIR RECOMMENDATIONS

- Confirm with the customer a mobile repair is feasible.
- Check OASIS before going to the customer's home or business to confirm if any other outstanding FSA needs to be completed.
- Transportation – due to the simplicity of this repair, a specialty vehicle is not required.

MOBILE REPAIR ADDITIONAL INFORMATION

Please ensure the technician brings the following to the mobile repair destination:

- Printed Technical Instructions.
- Printed Repair/Work Order or any other necessary documentation as customer copy(s)
 - Documents could also be emailed to the customer.
- Shirt/uniform and vehicle graphic with the dealership or Ford logos are recommended.
- Recommended tools and cleaning supplies: (List the tools required).

MOBILE REPAIR QUESTIONS AND ASSISTANCE

- Refer to Electronic Field Communication - EFC12071 2023 Remote Experience Program.

OASIS ACTIVATION

OASIS was activated on January 27, 2023.

FSA VIN LISTS ACTIVATION

FSA VIN Lists are available through <https://web.fsavinilists.dealerconnection.com> and were activated on January 27, 2023. Owner names and addresses were available by March 3, 2023.

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.

New! SOLD VEHICLES

- Ford has not issued instructions to stop selling/delivering or driving used vehicles under this safety recall.
- *Postpone contacting* any of your affected customers whose vehicles are not on your VIN list but are identified in OASIS.
- *Postpone correcting* other affected vehicles identified in OASIS which are brought to your dealership.
- *When an updated service fix becomes available*, dealers are to prioritize repairs of customer vehicles over repairs of new and used vehicle inventory.

New! STOCK VEHICLES

- *A service fix is not available.*
- Use OASIS to identify any affected vehicles in your used vehicle inventory.

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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

- **This safety recall must still be performed, even if the owner has paid for a previous repair. Claiming a refund will not close the recall on the vehicle.**
- Ford Motor Company is offering a refund for owner-paid repairs covered by this recall if the repair was performed prior to the date indicated in the reimbursement plan, which is posted with this bulletin. Owners are directed to seek reimbursement through authorized dealers or, at their option, directly through Ford Motor Company at P.O. Box 6251, Dearborn, MI 48121-6251.
- Dealers are also pre-approved to refund owner-paid emergency repairs that were performed away from an authorized servicing dealer after the end date specified in the reimbursement plan. Non-covered repairs, or those judged by Ford to be excessive, will not be reimbursed.
- Refunds will only be provided for the cost associated with rear camera replacements only after 21S44 was not able to correct the rear image blue screen concern.

New! RENTAL VEHICLES

Rental vehicles *for customers affected by this program* are not approved.

New! PICK-UP AND DELIVERY

- *A service fix is not available.*

All customers affected by this program have the option of complimentary Vehicle Pick-up & Delivery service (at participating dealers) in lieu of a rental vehicle. Refer to EFC12071, 2023 Remote Experience Program, Pickup & Delivery (PDL) Offset section for additional details.

New! LINCOLN PICKUP AND DELIVERY

- *A service fix is not available.*

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 EFC12060, 2023 Lincoln Pickup & Delivery Program Enhancements.

New! ADDITIONAL REPAIR (LABOR TIME AND/OR PARTS)

- *A service fix is not available.*

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New! CLAIMS PREPARATION AND SUBMISSION

- *Repair Order (RO) **completion date** for 23S02B claims on or before March 14, 2023 have been set to pay.*
- *RO Completion dates on or after March 15, 2023 are on hold.*
- **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 (23S02) 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.
- **Refunds:** Submit refunds on a separate repair line.
 - Program Code: 23S02 - Misc. Expense: ADMIN
 - Misc. Expense: REFUND - Misc. Expense: 0.2 Hrs.
 - Multiple refunds should be submitted on one repair line and the invoice details for each repair should be detailed in the comments section of the claim.
- **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 EFC12060, 2023 Lincoln Pickup & Delivery Program Enhancements.
- **Mobile Repair:** Refer to Electronic Field Communication - EFC12071 2023 Remote Experience Program.

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New! LABOR ALLOWANCES

Description	Labor Operation	Labor Time
<i>A service fix is not available at this time.</i>	-	-

PARTS REQUIREMENTS / ORDERING INFORMATION

Parts are not required to complete this repair.

**CERTAIN 2020-2023 MODEL YEAR MULTIPLE VEHICLE LINES EQUIPPED
WITH 360 DEGREE CAMERAS — INOPERATIVE REAR / 360 DEGREE CAMERA
WITH A BLUE SCREEN**

NEW ! SERVICE PROCEDURE

STOP - A SERVICE FIX IS NOT AVAILABLE AT THIS TIME.

- *Program is under investigation.*
- *A Bulletin Supplement with updated Technical Information will be provided when available.*



Ford Motor Company
Recall Reimbursement Plan for 23S02

Ford and Lincoln dealers are in the best position to quickly and efficiently process reimbursement requests. However, federal legislation requires all motor vehicle manufacturers to establish processes through which customers may seek recall reimbursement directly from the manufacturer or from the dealers.

Regarding the specific reimbursement plan for Recall # 23S02, owners who have paid for service to remedy the defect or noncompliance must have had that service performed prior to March 03, 2023. After this date, if repairs related to this recall are performed by a non-Ford repair facility in an emergency situation, customers must submit any refund requests through their dealership. As required by this federal regulation, Ford Motor Company submitted the details of its latest General Recall Reimbursement Plan in a letter to the National Highway Traffic Safety Administration (NHTSA) in May 2021. The following is the text of that letter and the Plan:

General Recall Reimbursement Plan
(As submitted to the NHTSA)

Pursuant to the requirements set forth in 49 CFR Part 573 and Part 577 of the Code of Federal Regulations, Ford Motor Company (Ford) is submitting required information pertaining to our general reimbursement plan for the cost of remedies paid for by vehicle owners before they are notified of a related safety recall.

Set forth below is Ford's general plan to reimburse owners and purchasers for costs incurred for remedies in advance of notification of potential safety-related defects or noncompliance's pursuant to Part 573.6 (c)(8)(i). This plan has not changed since our February 20, 2019 submission.

Reimbursement Notification

Ford's notice to a vehicle owner in accordance with 49 CFR Part 577 will indicate that Ford is offering a refund if the owner paid to have service to remedy the defect or noncompliance prior to a specified ending date. In accordance with Part 573.13 (c)(2), this ending date will be defined as a minimum of ten calendar days after the date on which Ford mailed the last of its Part 577 notifications to owners and will be indicated in the specific reimbursement plan available to owners for an individual recall. This notice will direct owners to seek eligible reimbursement through authorized dealers or, at their option, directly through Ford at the following address:

Ford Motor Company
P.O. Box 6251
Dearborn, MI 48121-6251

Ford notes that this rule allows for the identification of a beginning date for reimbursement eligibility. Under the rule, an owner who paid to remedy the defect or noncompliance prior to the identified beginning date would not be eligible for reimbursement. Ford generally has not established such a beginning date for reimbursement eligibility and does not presently anticipate changing this general policy. However, in any case where Ford determines a beginning date is appropriate, Ford will indicate that date in the owner notice. As permitted by 577.11(e), Ford may not include a reimbursement notification when all vehicles are well within the warranty period, subject to approval by the agency.

Costs to be Reimbursed

For vehicles, reimbursement will not be less than the lesser of:

- The amount paid by the owner for the remedy that specifically addressed and was reasonably necessary to correct the defect or noncompliance that is the subject of the recall, or
- The cost of parts for the remedy (to be no more than the manufacturer's list retail price for authorized part(s), plus associated labor at local labor rates, miscellaneous fees (such as disposal of waste) and taxes.

For replacement equipment, reimbursement will be the amount paid by the owner for the replacement item (limited by the amount of the retail list price of the defective or noncompliant item that was replaced, plus taxes, where the brand or model purchased by the owner was different than the brand or model that was the subject of the recall). If the item of motor vehicle equipment was repaired, the reimbursement provisions identified above for vehicles will apply.

Ford notes that costs incurred by the owner within the period during which Ford's original or extended warranty would have provided for a free repair of the problem will not be eligible for reimbursement, as provided by Part 573.13 (d)(1).

Entities Authorized to Provide Reimbursement

Ford will continue to use authorized dealers to reimburse owners under the specific reimbursement plans for a particular recall, and will encourage owners to pursue requests for reimbursement directly through dealers to expedite reimbursement. Ford will also provide a mailing address to which customers can, at their option, send requests for reimbursement directly to Ford, as previously noted. Requests for reimbursement sent directly to Ford may take up to 60 days to process. Whether the owner chooses to pursue reimbursement requests through a dealer or directly through Ford, the owner will be directed to submit the required documentation, upon which reimbursement eligibility will be determined.

Required Documentation

The reimbursement determination will depend upon the information provided by the customer. Consistent with Part 573.13 (d)(4) the following information must be submitted:

- Claimant name and address
- Vehicle make, model, and model year
- Vehicle identification number (VIN) and, for replacement equipment, a description of such equipment or, for tires, the model, size and TIN (DOT code)
- Identification of the recall number (either the Ford recall number or the NHTSA recall number)
- Identification of the owner of the recalled vehicle at the time that the pre-notification remedy was obtained
- An original receipt for the pre-notification remedy that includes a breakdown of the amount for parts, labor, other costs and taxes, including costs for the replacement item. Where the receipt covers work other than to address the recall or noncompliance, Ford may require the claimant to separately identify costs that are eligible for reimbursement.
- If the remedy was obtained during the warranty period, documentation indicating that the warranty was not honored or the warranty repair did not correct the problem related to the recall.

Failure to submit all of the above information may result in denial of the reimbursement request.

Additional Information

The Part 577 required owner notice will provide a toll-free telephone number through which specific information about the reimbursement plan can be requested from Ford. This general reimbursement plan will be incorporated into notifications pursuant to Part 573.6 by reference. Information specific to an individual recall also may be incorporated into the Part 573.6 notification.