



Stacy L. Balzer
Operating Director
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Ford Customer Service Division

Ford Motor Company
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October 4, 2023

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Advance Notice - Safety Recall 23S48

Certain 2020-2023 Model Year Aviator, 2021 Bronco, 2018-2021 Navigator, 2022-2023 Transit Vehicles with 360 Degree Camera System or HD Rear View Camera
Replace Rear View Camera

AFFECTED VEHICLES

Vehicle	Model Years	Assembly Plant	Build Dates
Aviator	2020-2023	Chicago Assembly	October 20, 2018 through September 6, 2023
Bronco	2021	Michigan Assembly	September 23, 2020 through December 22, 2021
Navigator	2018-2021	Kentucky Truck	March 16, 2017 through December 23, 2021
Transit	2022-2023	Kansas City	February 26, 2021 through July 30, 2023

US population of affected vehicles: 168,974. Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS SAFETY RECALL

In the affected vehicles, customers may intermittently experience either a rear camera blue image or a full blue or black image on the SYNC screen when the vehicle is in reverse, or when the 360-degree view is selected and available (during low-speed operation). Loss of rear camera image while in reverse increases the risk of a crash.

SERVICE ACTION

DO NOT DEMONSTRATE OR DELIVER any new in-stock vehicles involved in this safety recall. A complete Dealer Bulletin will be provided to dealers in the fourth quarter of 2023 when it is anticipated that parts ordering information and repair instructions will be 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 recall.

CUSTOMER NOTIFICATION

Owners of record will be notified via first-class mail after repair instructions and parts ordering information have been provided to dealers.

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 prior to delivery.

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.

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,

A handwritten signature in black ink that reads "Stacy L. Balzer". The signature is written in a cursive style with a large, looped "S" and "B".

Stacy L. Balzer