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March 11, 2024

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD**
Compliance Recall 20C19 – Supplement #3
 Certain 2019-2020 Model Year Multiple Vehicle Lines
 Rear View Camera Improper Function

REF: **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD**
Compliance Recall 20C19 – Supplement #2
 Dated April 21, 2022

New! REASON FOR THIS SUPPLEMENT

Affected Vehicle Build Dates: The build date range for Explorer vehicles did not include some 2020 model year vehicles that were also impacted by the camera issue. All affected vehicles are correctly identified in OASIS and FSA VIN lists.

New! AFFECTED VEHICLES

NOTE: Only analog cameras are affected by this program.

Vehicle	Model Year	Assembly Plant	Build Dates
F-150	2019-2020	Dearborn	October 26, 2019 through May 18, 2020
		Kansas City	October 25, 2019 through May 18, 2020
F-Super Duty		Kentucky Truck	October 22, 2019 through May 18, 2020
		Ohio	October 22, 2019 through May 18, 2020
Mustang	2020	Flat Rock	November 18, 2019 through May 26, 2020
Transit		Kansas City	October 28, 2019 through May 20, 2020
Explorer		Chicago	November 16, 2019 through <i>May 27, 2020</i>
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

US population of additional Explorer vehicles: 1,988. 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 Technical Instructions. This service must be performed on all affected vehicles at no charge to the vehicle owner.

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.

To assist vehicle owners to have this repair completed when parts are available, dealers should:

- Arrange to pick up the owner's vehicle and drive it to the dealership for repairs.
 - Re-deliver the owner's vehicle after repairs have been completed.
- Pick-Up & Delivery should be made available for all customers. Refer to the Claiming section for further details.

New! OWNER NOTIFICATION MAILING SCHEDULE

Owner letters for the original population were mailed the week of November 9, 2020. Owner letters for the supplemental population will be mailed the week of April 8, 2024. 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 \$27,168 per vehicle. Correct all vehicles in your new vehicle inventory before delivery.

New! ATTACHMENTS

- *Administrative Information*
- *Labor Allowances and Parts Ordering Information*
- Technical Instructions
- *Mobile Service Repair Assessment*
- *Vehicle Pick-Up & Delivery Record*
- Owner Notification Letter

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

Compliance Recall 20C19 - Supplement #3**New! MOBILE SERVICE REPAIR ASSESSMENT LEVEL**

- *All repairs in this program have the following assessment level:*
 - Ⓢ - *Not a Mobile Service Repair*

New! OASIS ACTIVATION

OASIS was activated on November 6, 2020. *OASIS will be activated on March 11, 2024 for the supplemental population.*

New! FSA VIN LISTS ACTIVATION

FSA VIN Lists have been made available through <https://web.fsavinlists.dealerconnection.com> since November 6, 2020 *and will be available on March 11, 2024 for the supplemental population.* Owner names and addresses have been available since November 24, 2020. *Names and addresses for the supplemental population will be available by April 26, 2024.*

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.

BRANDED / SALVAGED TITLE VEHICLES

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

Compliance Recall 20C19 - Supplement #3**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 before 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 PO 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 the replacement of the rear view camera.

RENTAL VEHICLES

Rental vehicles are not approved for this program.

New! PICK-UP & DELIVERY- Participating Dealers

Dealers participating in the Remote Experience Program:

- *Ford Dealers - Refer to EFC14125, 2024 Remote Experience Program, Pick-Up & Delivery Offset section for additional details.*

New! PICK-UP & DELIVERY- Non-participating Dealers

Ford Dealers not participating in the 2024 Remote Experience Program for Pick-Up & Delivery are authorized to claim unique services for completing this program.

- *Dealers are authorized to claim one-half labor hour per repair for vehicle Pick-Up & Delivery services. Refer to Labor Allowances for details.*
- *Dealers must retain a Vehicle Pick-Up & Delivery Record with the repair order documentation.*

New! LINCOLN PICK-UP & DELIVERY

Owners of Lincoln vehicles within a 4 year / 50,000-mile warranty have the option of requesting Pick-Up & Delivery service with a Lincoln loaner (up to 2 days), from their dealership. For details, reference EFC14054, 2024 Lincoln Pick-Up & Delivery Updates.

- *For Lincoln vehicles outside of 4 years / 50,000-mile warranty, see labor claiming table below.*

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 FSAs / 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 before completing the repair.

Compliance Recall 20C19 - Supplement #3**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 subcode.
 - 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 the same claim type and subcode as described in Claim Entry above.

IMPORTANT: Click the Related Damage Indicator radio button.

- **Refunds:** Submit refunds on a separate repair line.
 - Program Code: 20C19
 - 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.
- **New! Lincoln Pick-Up & Delivery:** Claims for Lincoln Pick-Up & Delivery with a Lincoln loaner (up to 2 days) should be submitted on a separate line from the FSA. Refer to EFC14054, 2024 Lincoln Pick-Up & Delivery Updates for details.
 - For Lincoln vehicles outside of 4 years / 50,000-mile warranty, see labor claiming table below.
- **New! Pick-Up & Delivery:**
 - Dealers participating in the Remote Experience Program –
 - Refer to EFC14125, 2024 Remote Experience Program, Pick-Up & Delivery (PDL) Offset section for additional details.
 - Dealers NOT participating in the Remote Experience Program –
 - Dealers may claim one-half labor hour per repair for vehicle Pick-Up & Delivery services.
 - Dealers must retain a Vehicle Pick-Up & Delivery Record with the repair order documentation.

Compliance Recall 20C19 - *Supplement #3*

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.

<p><u>New!</u> <i>Lincoln vehicle PDL Allowance:</i> <u>Only</u> vehicles <u>outside</u> of Lincoln PDL contract coverage of 4 years/50,000 miles. NOTE: This allowance is for dealer-performed vehicle PDL for dealership repairs only. Can only be claimed once, regardless of outstanding FSAs repaired.</p>	20C19LL	0.5 Hours
<p><u>New!</u> <i>Vehicle Pick-Up & Delivery Allowance:</i> This allowance is only for <u>non-eligible 2024 Remote Experience Program Dealers</u>. NOTE: This allowance is for dealer-performed vehicle Pick-Up & Delivery for dealership repairs only. Can only be claimed once, regardless of outstanding FSAs repaired.</p>	20C19PP	0.5 Hours

Compliance Recall 20C19 - **Supplement #3**

PARTS REQUIREMENTS / ORDERING INFORMATION

Part Number	Description	Order Quantity	Claim Quantity
JL3Z-19G490-C	F-150 - Rear View Camera - Except Raptor (Without PTBA and/or 360 Degree View Camera)	1	1
JL3Z-19G490-M	F-150 - Rear View Camera - Except Raptor (With PTBA and/or 360 Degree View Camera)	1	1
JL3Z-19G490-A	F-150 - Rear View Camera - Raptor Only	1	1
LK4Z-19G490-K	Transit - Rear View Camera (Without Co-Pilot 360 and/or Front Camera)	1	1
LK4Z-19G490-J	Transit - Rear View Camera (With Co-Pilot 360 and/or Front Camera Split View)	1	1
LL1Z-19G490-B	Expedition - Rear View Camera (Without PTBA and/or 360 Degree View Camera)	1	1
JL1Z-19G490-G	Expedition - Rear View Camera (With PTBA and/or 360 Degree View Camera)	1	1
FR3Z-19G490-A	Mustang - Rear View Camera	1	1
LJ6Z-19G490-H	Escape - Rear View Camera	1	1
K2GZ-19G490-K	Edge - Rear View Camera	1	1
LB5Z-19G490-E	Explorer - Rear View Camera	1	1
JC3Z-19G490-F	F-Super Duty - Rear View Camera	1	1
K2GZ-19G490-G	Nautilus - Rear View Camera	1	1
LJ7Z-19G490-G	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.

DEALER PRICE

For the latest prices, refer to DOES II.

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 by 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

The excess stock returned for credit must have been purchased from Ford Customer Service Division by Policy Procedure Bulletin 4000.

Compliance Recall 20C19 - *Supplement #3***REPLACED FSA PARTS INSPECTION AND SIGN OFF**

Effective March 1st, 2021, all parts replaced as part of an FSA repair with a repair order open date of March 1st, 2021, or later must be inspected and signed off on the repair order by a member of your dealer fixed operations management team or an employee of the task has been delegated to. If the task is to be delegated to a non-management employee, the employee needs to be someone other than the technician who completed the repair and needs to understand the importance of completing this task consistently and accurately.

- All parts replaced as part of an FSA repair should be returned to the parts department following the Warranty Parts Retention and Return Policies.
- Inspect the replaced parts to verify the FSA repair was completed.
- If the FSA repair is found to be complete, the designated employee signs the repair order line or parts return stamp area (electronic or hand signed) for the FSA repair indicating the parts were inspected and validated to have been replaced.
- After the parts have been inspected, they should be handled based on the guidance in the parts status report in the Online Warranty System (Hold, Return, CORE, Scrap, etc.). Please visit FMCDEALER > PARTS & SERVICE > WARRANTY ADMINISTRATION & WARRANTY PARTS RETURN for the latest [Immediate Scrap List](#) information.
- This process is subject to review during warranty audits for FSA repairs with a repair order open date of March 1st, 2021, or later. Any eligible FSA claims requiring parts replacement found not to have been inspected and signed off during a warranty audit will be subject to chargeback and consideration for enrollment into the Dealer Incomplete Recall Repair Process.

Note: Other approvals (electronic or handwritten) for add-on repair lines, dealer-owned vehicle repairs, and repeat repairs do not qualify as FSA parts inspection approvals. The post-repair FSA parts inspection process (electronic or handwritten) is independent of other warranty approval requirements. The approval by the designated employee implies that the FSA parts were found to be replaced and must be able to be identified on the Repair Order. If multiple FSAs require approval on a single Repair Order, each applicable occurrence will require individual post-repair approval by the designated employee.

CERTAIN 2019-2020 MODEL YEAR MULTIPLE VEHICLE LINES — REAR VIEW CAMERA IMPROPER FUNCTION

NEW! 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.

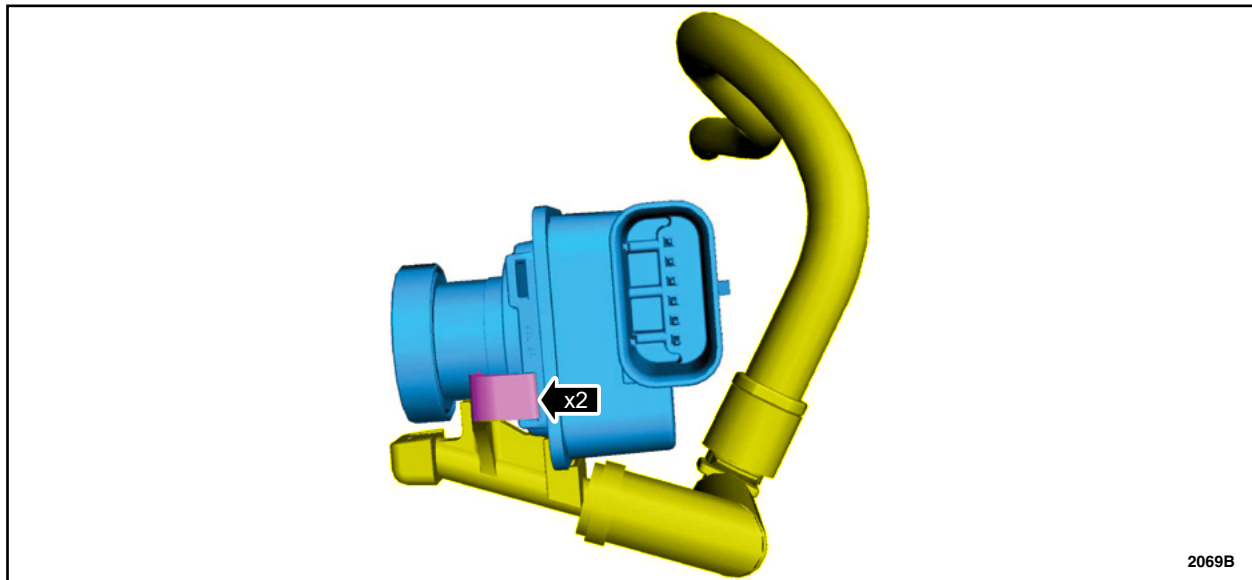


FIGURE 1

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. Follow the Workshop Manual (WSM) procedures in Section 413-13.



Edge Vehicles Only

1. Remove the Reversing Lamps. 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.

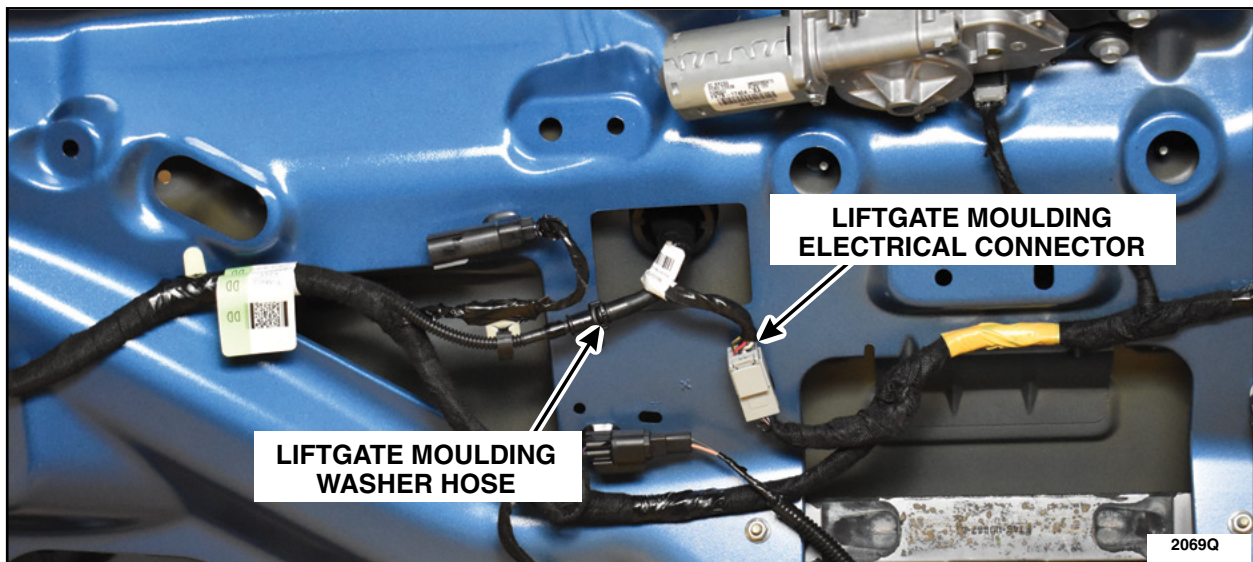


FIGURE 3



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

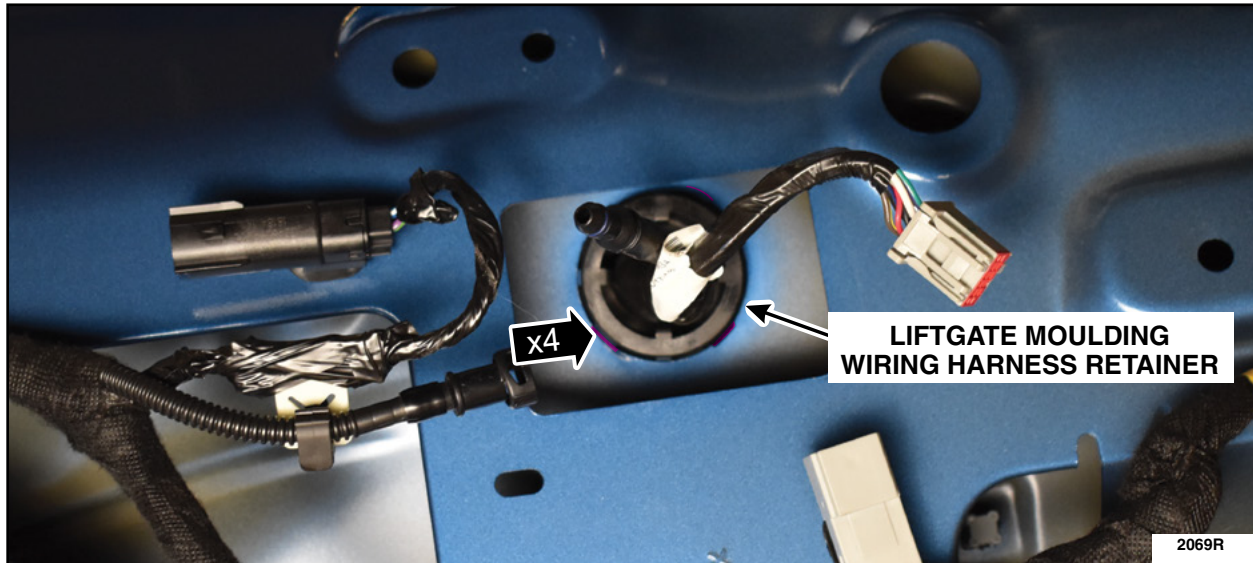


FIGURE 4

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.

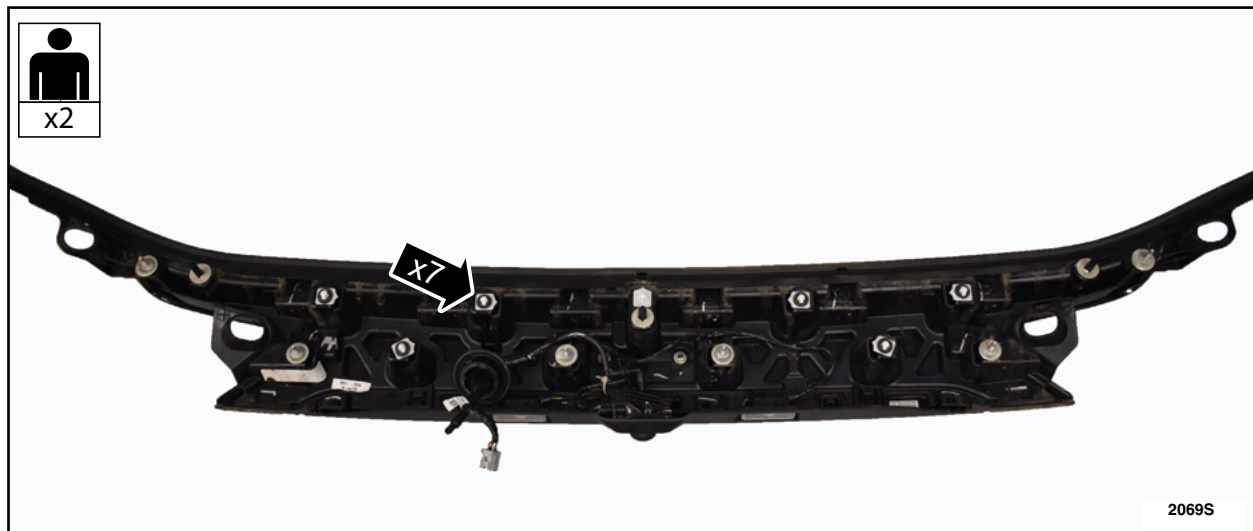


FIGURE 5



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

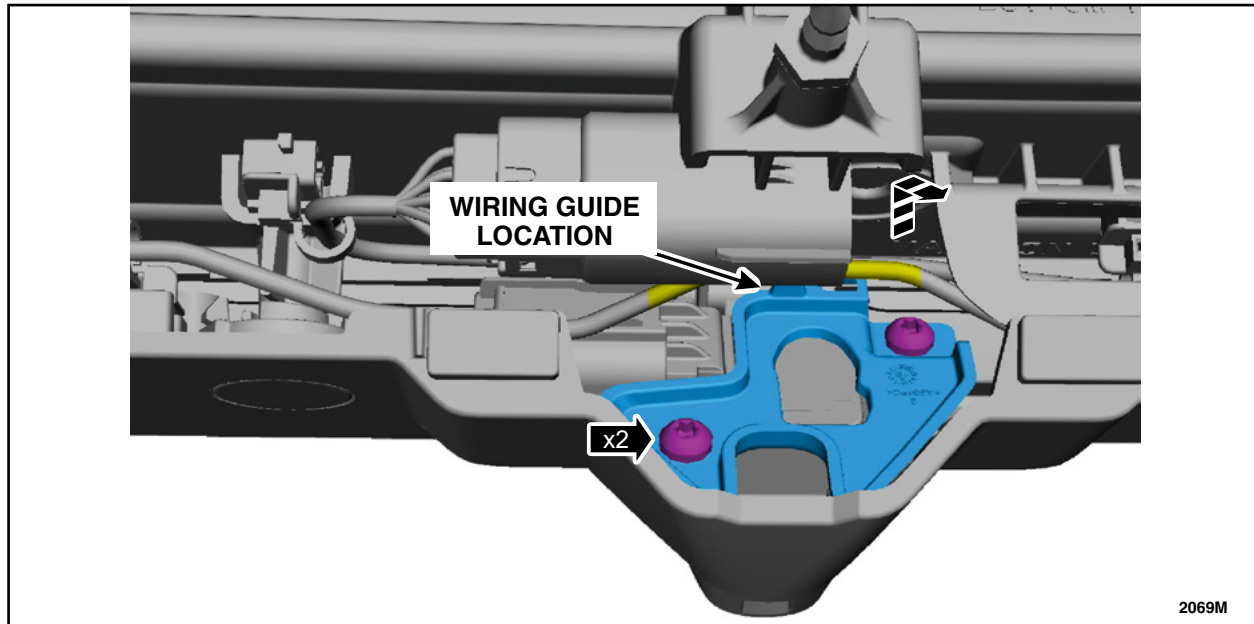


FIGURE 6

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

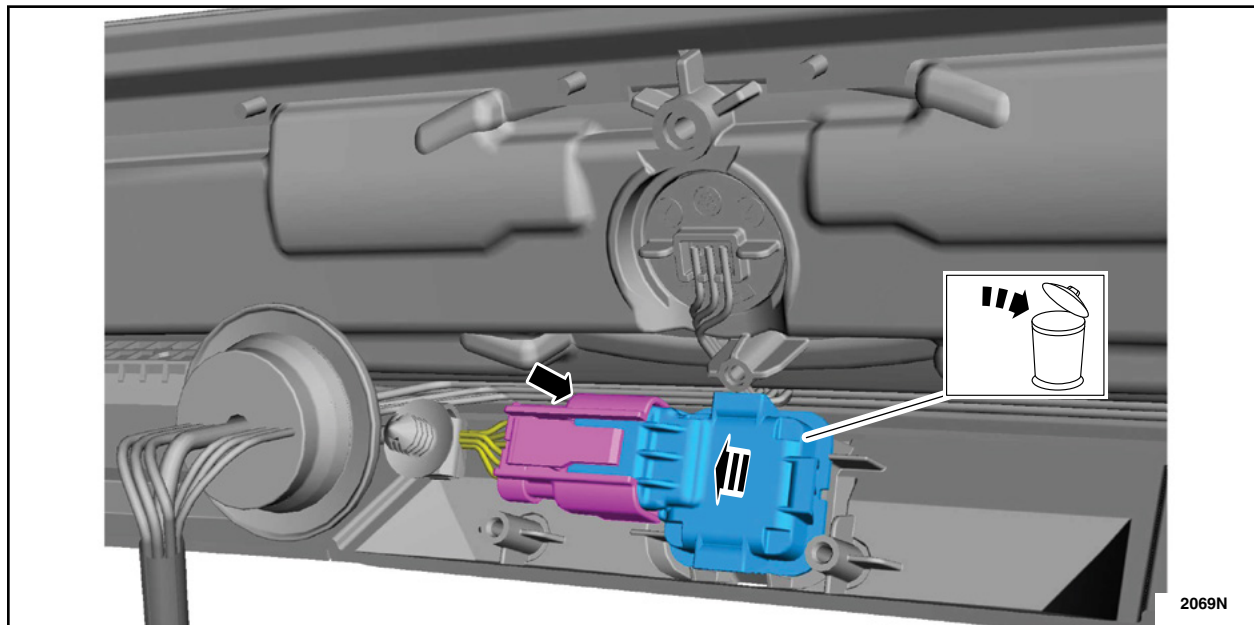


FIGURE 7



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.

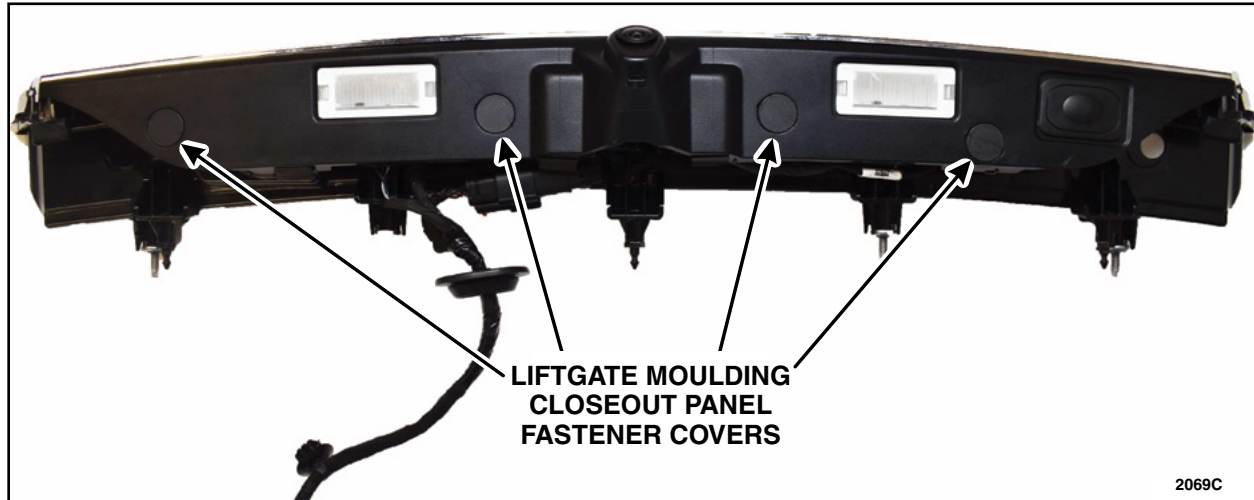


FIGURE 8

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

• Tighten to: 15 in.lbs (1.7 Nm).

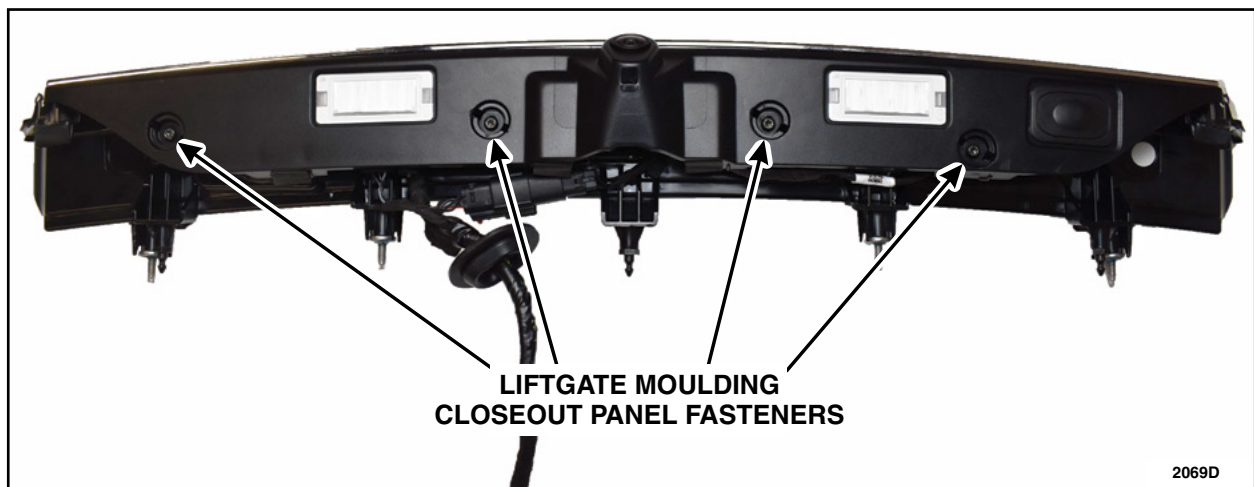


FIGURE 9



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

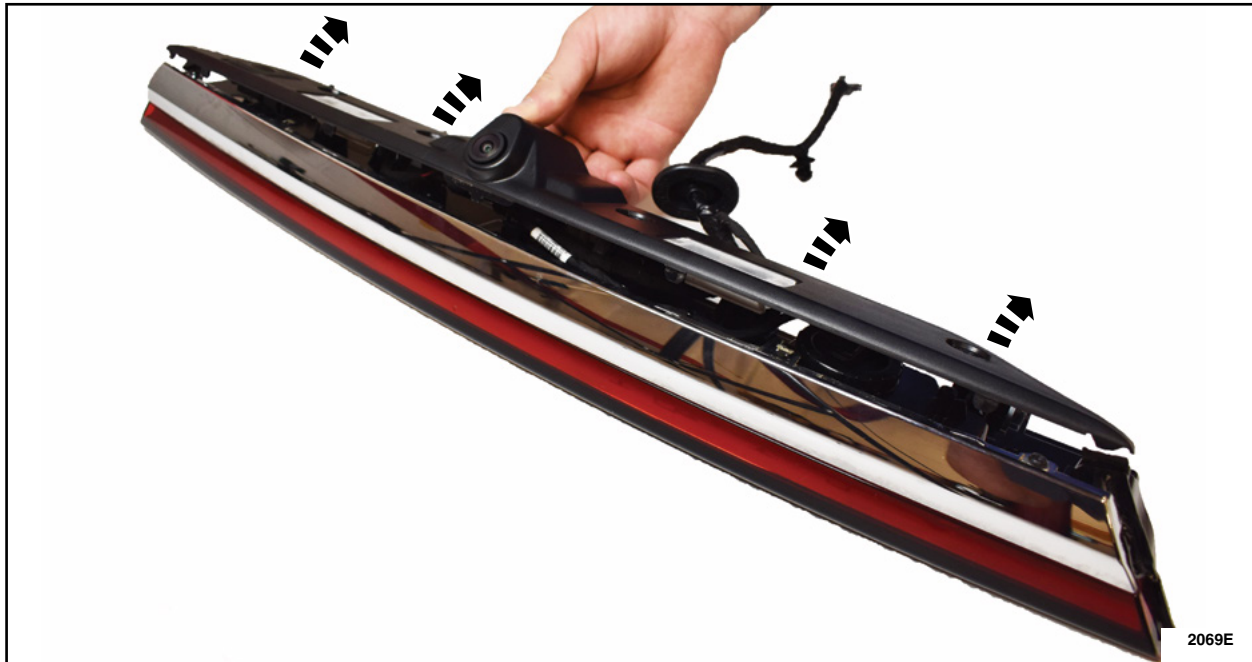


FIGURE 10

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).

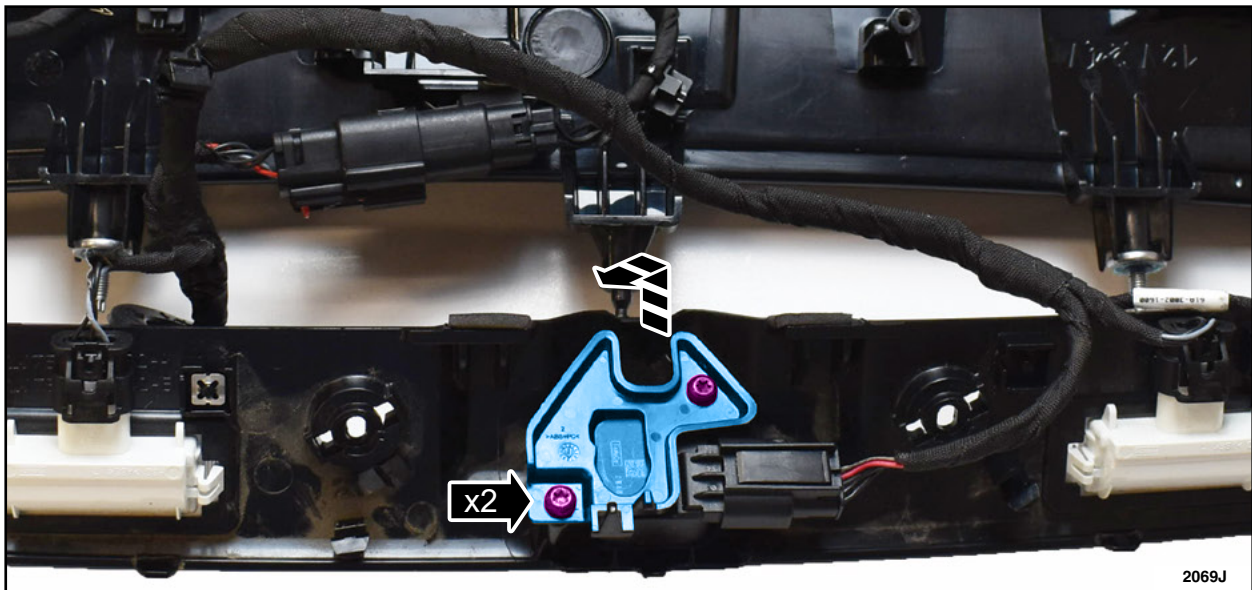


FIGURE 11



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.

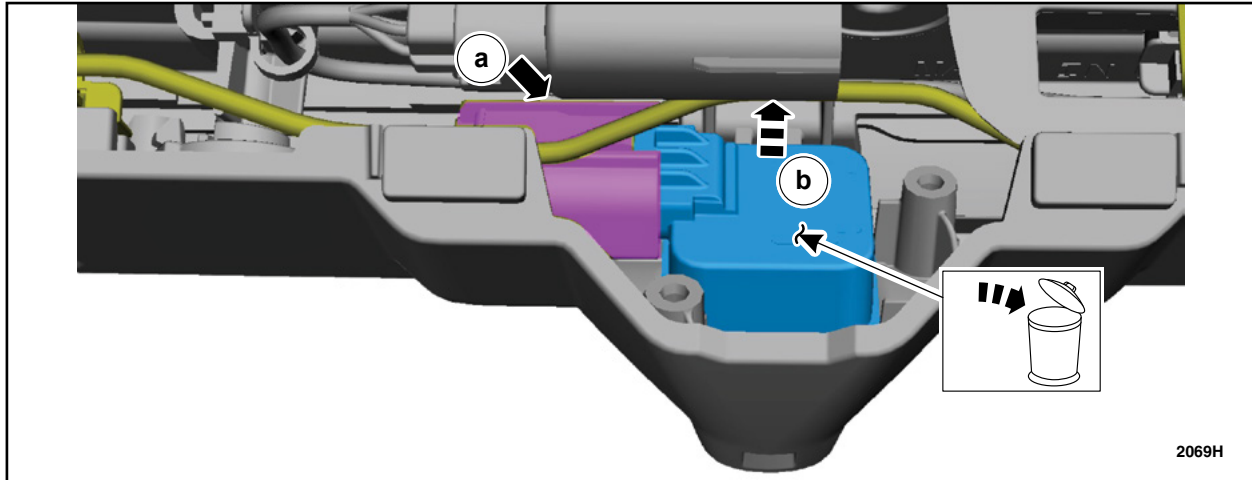


FIGURE 12

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.

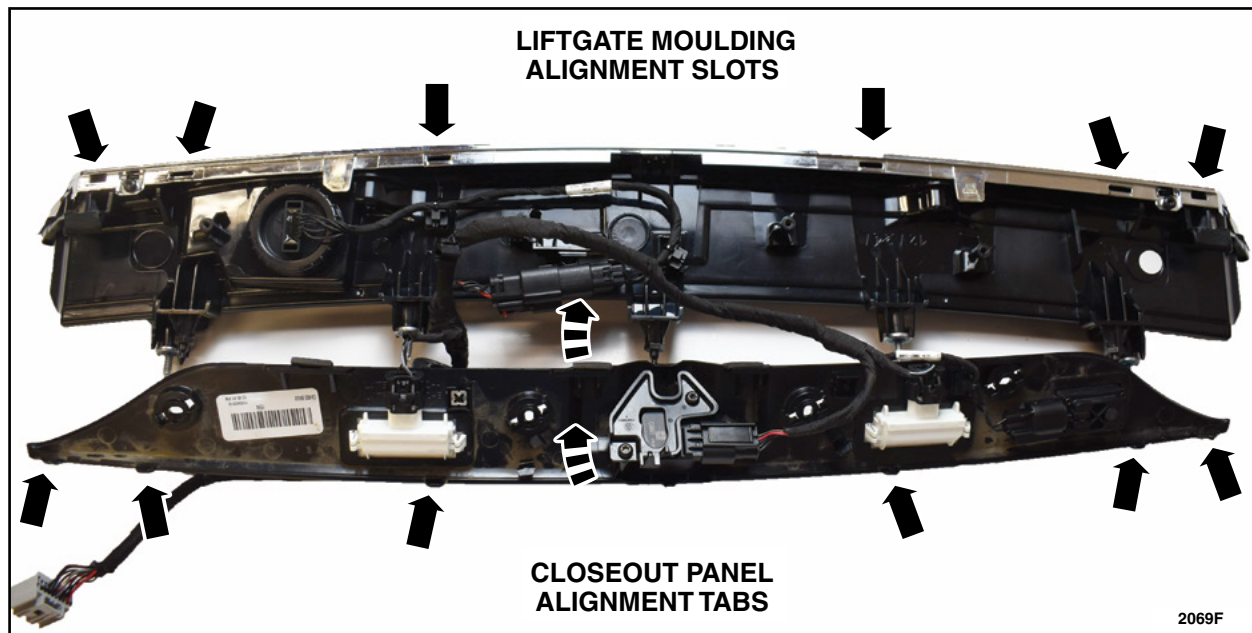


FIGURE 13



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, configure 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.

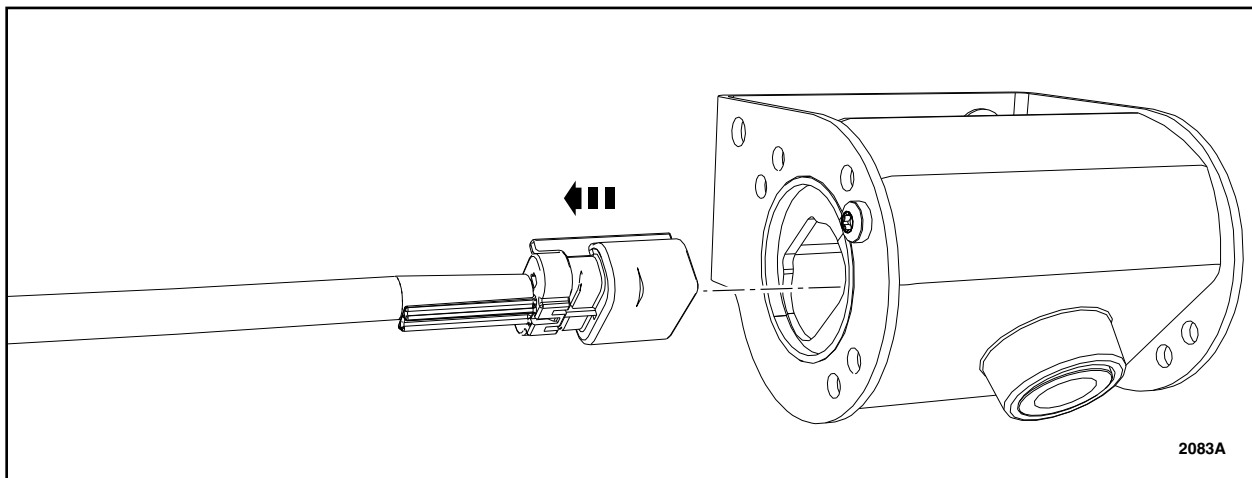


FIGURE 14

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.

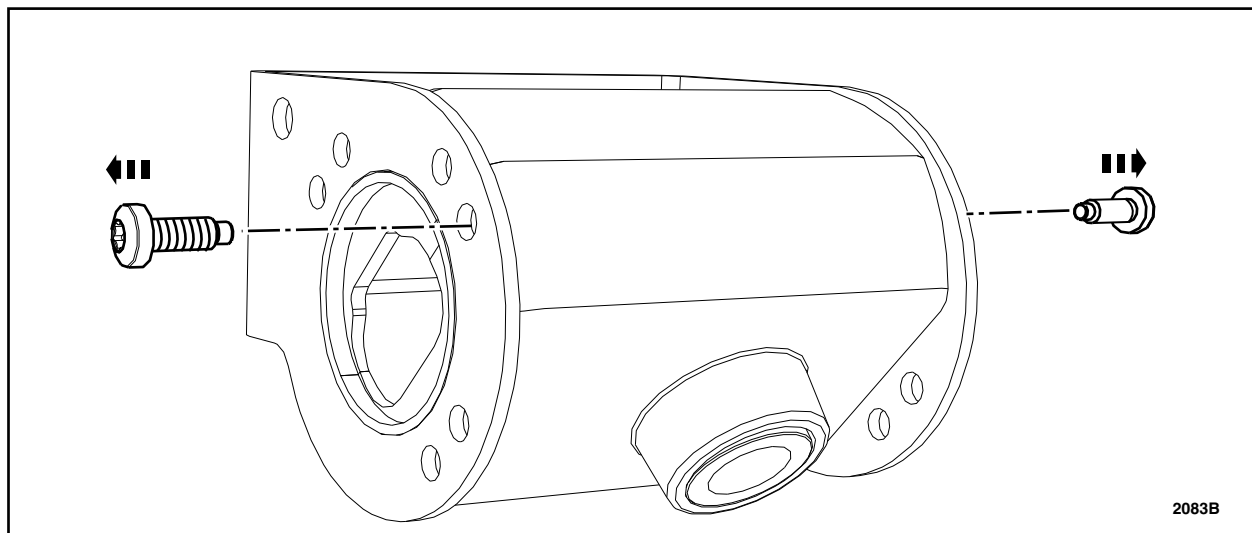


FIGURE 15



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

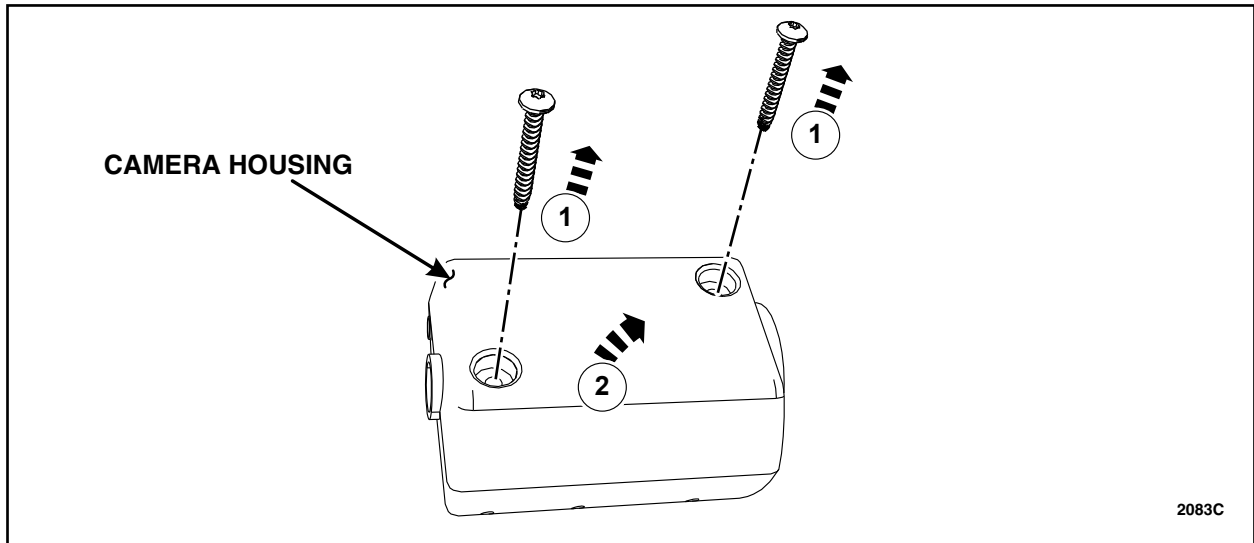


FIGURE 16

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

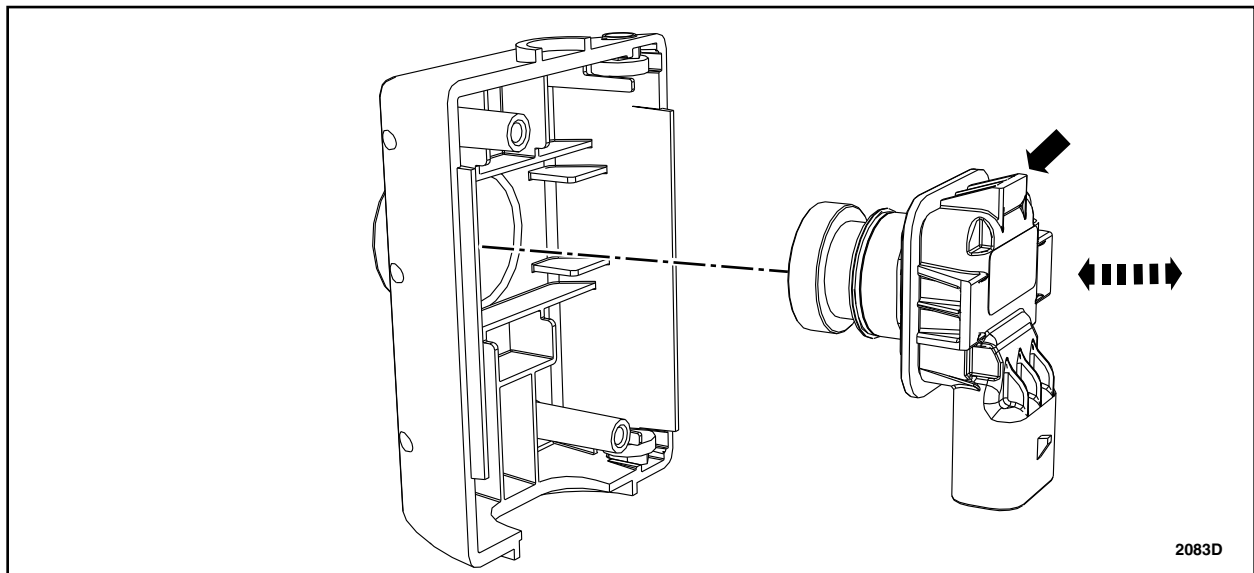


FIGURE 17



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.

IMPORTANT NOTE: Federal law prohibits selling motor vehicle parts or components that are under safety, compliance, or emissions recall. Unless a part is requested to be returned to Ford, all parts replaced under this FSA must be scrapped in accordance with all applicable local, state and federal environmental protection and hazardous material regulations. Refer to the Parts Retention, Return, & Scrapping section of the FSA dealer bulletin for further information.



NEW VEHICLE DEMONSTRATION / DELIVERY HOLD

Compliance Recall 20C19 – Supplement #3

Certain 2019-2020 Model Year Multiple Vehicle Lines

Rear View Camera Improper Function













Mobile Service Repair Assessment

Assessment levels have been identified to help determine the ease of performing eligible mobile service repairs for a Field Service Action (FSA) outside of the dealership service facility.


Dealer Bulletin



Within the Administrative Information Attachment of the dealer bulletin a mobile service repair assessment level(s) will be provided. These assessment levels have been determined using the amount of time, equipment and labor identified to perform the intended service action.

Assessment Levels

-  - Mobile Reprogramming
-   - Light Mobile Service
-    - Enhanced Mobile Service
-     - Advanced Mobile Service
-  - Wheel and Tire Mobile Service
-  - Not a Mobile Service Repair

Description of each level that is used to determine the overall assessment.

-  – Mobile Reprogramming
 - Module Programming or similar type services
 - Minimum tools maybe required other than an **IDS/FDRS** setup
 - FDRS programming that requires internet connection (wi-fi or mobile hotspot)
 - Make sure vehicle has a charge port to ensure battery voltage is maintained during flashing of the module(s)
 - Repairs not greater than 1 hour in length (including time to wait for programming)

Note: The location will need a charging station or wall box to maintain the 12-volt battery.
-   – Light Mobile Service
 - Interior repair procedures that do not require seat, dash, or headliner removal
 - Under hood repairs that do not require large component removal
 - Exterior repairs that do not require large component/panel removal
 - Repairs may require standard hand tools (Access to a Technician starter kit or similar)

NEW VEHICLE DEMONSTRATION / DELIVERY HOLD





Compliance Recall 20C19 – Supplement #3

Certain 2019-2020 Model Year Multiple Vehicle Lines
Rear View Camera Improper Function

   – Enhanced Mobile Service

- ***A two-person process is required anytime a procedure requires work under the vehicle***
- Brake Inspection and Brake Repair/Replacement
- Limited Suspension Component replacement (no alignment)
- Under Vehicle access for limited repairs (no large component removal)
- Vehicle Check Up - VCU
- Pre-Delivery Inspection - PDI
- Used Car Inspection/Presale Inspection
- May require floor jack, jack stands, and impact tools

Note: Wheel lock may be required.

    – Advanced Mobile Service

- Fluid Exchange/Oil Change
- Light Repairs
- Brake Hydraulic Repairs

 – Wheel and Tire Mobile Service

- Tire Removal from Wheel
- Tire Balancing
- Tire Repair

Note: Specialized Mobile Service unit and equipment including Tire balancer and Tire Changer required.

 – Not a Mobile Service Repair

- Large component removal
- BEV Battery Replacement
- Requires a vehicle hoist – to complete the repair (more than inspection)
- Required vehicle alignment
- Requires significant vehicle disassembly
- Repairs greater than 2-3 hours
- Any repairs that require M-Time
- Includes a service procedure where the vehicle owner may be distressed about the state of their vehicle

20C19

Mobile Repair / Vehicle Pick-Up and Delivery Record

VIN _____ received (check one):

- Mobile Repair
- Pick-up and/or delivery service

As outlined below for the 20C19 Field Service Action program.

Mobile Repair – Date: _____

OR

Pick-up – Date: _____

Delivery – Date: _____

Repair Order #

Repair Order Date

Service Manager Signature

Date