



Service Engineering Operations
Customer Service Division

Ford Motor Company
PO Box 1904
Dearborn, Michigan 48121

October 28, 2024

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Advance Notice - Compliance Recall 24C34
Certain 2025 Model Year Lincoln Aviator and Ford Explorer Vehicles
Accessory Protocol Interface Module Software Update - Loss of Rear View Camera Image

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Aviator	2025	Chicago	July 18, 2024 through July 26, 2024
Explorer	2025	Chicago	May 30, 2024 through August 8, 2024

US population of affected vehicles: 391. Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS COMPLIANCE RECALL

In all of the affected vehicles, the customer may experience a temporary loss of the Rear View Camera (RVC) image while the vehicle is in reverse gear and traveling above 10 MPH. These vehicles may not conform to the requirements specified by Federal Motor Vehicle Safety Standard (FMVSS) No. 111, Section 5.5.5 that states: "The rearview image meeting the requirements of S5.5.1 and S5.5.2 shall remain visible during the backing event until either the driver modifies the view, or the vehicle direction selector is removed from the reverse position." Loss of RVC 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 Compliance recall. **A complete Dealer Bulletin will be provided to dealers the 4th Quarter 2024 when it is anticipated that parts ordering information and repair instructions will be available to support this compliance recall.** For new vehicle storage guidelines, refer to EFC13033, Storage Guidelines for New Vehicles.

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 \$27,168 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.

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