

Service Engineering Operations Customer Service Division Ford Motor Company PO Box 1904 Dearborn, Michigan 48121

March 19, 2025

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: NEW VEHICLE DEMONSTRATION/DELIVERY HOLD

Compliance Recall 25C08

Certain 2025 Model Year Escape Vehicles Rear View Camera Image Inspection

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Date Range
Escape	2025	Louisville	December 10, 2024 through January 17, 2025

U.S. population of affected vehicles: 4,721. Only 25 vehicles are expected to require a camera replacement. Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS COMPLIANCE RECALL

Some of the affected vehicles may not conform to the requirements specified by Federal Motor Vehicle Safety Standard (FMVSS) 111 - Field of View. The rear-view camera may display an inverted image when the vehicle is in reverse. An inverted rear-view camera image will not provide the driver with a clear and accurate representation of the area behind the vehicle, increasing the risk of a crash.

SERVICE ACTION

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to inspect the image displayed on screen, when the vehicle is in the reverse gear position. If the image is inverted, the rear view camera is to be replaced. This service must be performed on all affected vehicles at no charge to the vehicle owner. For new vehicle storage guidelines, refer to EFC13033, Storage Guidelines for New Vehicles.

To assist vehicle owners to have this repair completed, dealers should:

- Arrange for a mobile repair at the owner's location.
- Arrange to pick up the owner's vehicle and drive it to the dealership for repairs.
 - o Re-deliver the owner's vehicle after repairs have been completed.
- Pick-Up & Delivery, and mobile service should be made available for all customers. Refer to the Rental and Claiming sections for further details.

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters are expected to be mailed the week of April 14, 2025 or sooner. 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.

ATTACHMENTS

- Administrative Information
- Labor Allowances and Parts Ordering Information
- Technical Instructions
- Mobile Service Repair Assessment
- Mobile Repair/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.

Customer Service Division

MOBILE SERVICE REPAIR ASSESSMENT LEVEL

All repairs in this program have the following assessment level.:

- Light Mobile Service

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)
 - o Documents could also be emailed to the customer.
- Shirt/uniform and vehicle graphic with the dealership or Ford logos are recommended.

MOBILE REPAIR QUESTIONS AND ASSISTANCE

- For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site. Work with Dealership warranty administrator to create a SSSC contact ID#.
- Once an SSSC agent responds to the new contact ID#, you may opt to call the SSSC hotline: (800) 325-5621.

OASIS ACTIVATION

OASIS will be activated on March 19, 2025.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through https://web.fsavinlists.dealerconnection.com on March 19, 2025. Owner names and addresses will be available by April 15, 2025.

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 dealers for an appointment to have their
 vehicles remedied as soon as practicable.
- 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

Inspect all affected units in your new vehicle inventory before 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.

BRANDED / SALVAGED TITLE VEHICLES

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

OWNER REFUNDS

- This Compliance 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 <u>emergency</u> 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 view camera replacement.

MOBILE SERVICE CLAIMING QUESTIONS

- Dealers participating in the Remote Experience Program:
 - Ford and Lincoln Dealers refer to EFC16075, Announcing the 2025 Remote Experience Program.
- Dealers NOT participating in the 2025 Remote Experience Program:
 - For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site.
 - o Work with the Dealership warranty administrator to create an SSSC contact ID#.
 - Once an SSSC agent responds to the new contact ID#, you may opt to call the SSSC hotline: (800) 325-5621.

FORD PICK-UP & DELIVERY

- Dealers participating in the Remote Experience Program:
 - Refer to EFC16075, Announcing the 2025 Remote Experience Program for additional details.
- Dealers NOT participating in the 2025 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.

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.
- For vehicles outside new vehicle bumper-to-bumper warranty coverage, submit an Approval Request to the SSSC Web Contact Site before completing the repair.

CLAIMS PREPARATION AND SUBMISSION

- **Technician Competency Requirement:** The STST Competency 10 certification requirement in the U.S. market only will be enforced starting with repair orders opened on or after August 31, 2024. FSA repairs will reject and the claim will not be paid if the repairing technician is not certified in STST Competency 10 FSA. See EFC15936 for more details.
- 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 (25C08) 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.

- Ford Pick-Up & Delivery:
 - o Dealers participating in the Remote Experience Program:
 - Refer to EFC16075, Announcing the 2025 Remote Experience Program for additional details.
 - o Dealers NOT participating in the 2025 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.

Mobile Repair:

- Dealers participating in the 2025 Remote Experience Program
 - Ford and Lincoln Refer to EFC16075, Announcing the 2025 Remote Experience Program for additional details.
- o Dealers NOT participating in the 2025 Remote Experience Program -
 - Mobile repair allowances can be claimed for dealer-performed mobile repairs.
 Dealers that are working with Ford-contracted mobile repair companies should refer to those companies for claiming instructions.
 - For dealer-performed mobile repairs, retain a copy of the Service Management signed record (see Repair Procedure Improvement & Revised Labor Time), with the repair order documentation.
 - Claim the mobile repair allowance Labor Operation Code 25C08MM along with the applicable Labor Operation Code for the repair (refer to the Labor Allowances table in Labor Allowances and Parts Ordering Information).

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Inspect the rear view camera image with vehicle in the reverse gear position – Image NOT inverted, inspection passes, close the 25C08 recall.	25C08A	0.2 Hours
Inspect the rear view camera image with the vehicle in the reverse gear position – Image IS inverted, inspection does not pass. Replace the rear camera.	25C08B	0.4 Hours
Mobile Service:		
This allowance is only for non-eligible 2025 Remote Experience Program Dealers. Can be used when the repair takes place away from the dealership. If Additional Time is Required Due to Travel, Please Submit	25C08MM	0.5 Hours
an SSSC Approval Form.		
Ford Vehicle Pick-Up & Delivery Allowance:		
This allowance is only for <u>non-eligible</u> 2025 Remote Experience Program Dealers.	25C08PP	0.5 Hours
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.		

PARTS REQUIREMENTS / ORDERING INFORMATION

Restricted Part Ordering:

Only 25 vehicles are expected to require a camera replacement. Please inspect vehicle prior to placing a part order.

To place an order for SV4Z-19G490-B submit a VIN-specific Part Order contact via the SSSC Web Contact Site.

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
SV4Z-19G490-B	1	1	1	Rear View Camera

Dealers will be notified via a DOES II communication if circumstances warrant a change in part supply strategy and when open ordering resumes.

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.

REPLACED FSA PARTS INSPECTION AND SIGN OFF

Effective March 1^{st,} 2021, all parts replaced as part of an FSA repair with a repair order open date of March 1^{st,} 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 1^{st,} 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 2025 MODEL YEAR ESCAPE VEHICLES — REAR VIEW CAMERA IMAGE INSPECTION

SERVICE PROCEDURE

- IMPORTANT! The Service Technician Specialty Training (STST) Competency 10 certification requirement in the U.S. market only will be enforced starting with repair orders opened on or after August 31, 2024. Field Service Action (FSA) repairs will reject and the claim will not be paid if the repairing technician is not certified in STST Competency 10 FSA. See Electronic Field Communication (EFC)15936 for more details.
- 1. Start the vehicle.
- 2. Put the vehicle in reverse and inspect the rear parking aid camera display screen.
 - Is the image displayed upside down?
 - YES Proceed to Step 3.
 - NO Inspection passes. This completes the FSA.
- 3. Replace the rear parking aid camera. Follow the Workshop Manual (WSM) procedures in Section 413-13B.
 - DO NOT perform the Parking Aid Camera Initialization at this time.
- **NOTE**: If the diagnostic software does not load or if the vehicle cannot be identified properly, make sure there is a good internet connection and the Vehicle Communication Module (VCM) is properly connected to the Data Link Connector (DLC).
- 4. Log into Ford Diagnostic and Repair System (FDRS).
- **NOTE**: Vehicle information is automatically retrieved by the diagnostic software and a Network Test is run. Vehicle identification data appears on the screen when this is complete.
- 5. Click **Read VIN from Vehicle** or manually enter the Vehicle Identification Number (VIN).
- **NOTE**: Available modules are shown on the left hand (LH) side of the screen and available procedures are listed on the right hand (RH) side of the screen. Modules that are communicating are highlighted in green.
- 6. Select Toolbox tab.
- 7. From the list on the LH side of the screen, select the **APIM**.
- 8. From the list on the RH side of the screen, select **APIM Accessory Protocol Interface Module** (**APIM) Configuration.**
- 9. Click **RUN**. Follow all on-screen instructions carefully.

TECHNICAL INSTRUCTIONS
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COMPLIANCE RECALL 25C08

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.

Certain 2025 Model Year Escape Vehicles
Rear Camera Image Inspection

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 (MRA1)
- Light Mobile Service (MRA2)
- Enhanced Mobile Service (MRA3)
- Advanced Mobile Service (MRA4)
- Not a Mobile Service Repair (MRA5)
- Wheel and Tire Mobile Service (MRA6)
- (1) Advanced Driver Assistance System (ADAS) Mobile Repair (MRA7)

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

- Mobile Reprogramming (MRA1)
 - 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 (MRA2)
 - 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)

Certain 2025 Model Year Escape Vehicles
Rear Camera Image Inspection

✓ ✓ ✓ – Enhanced Mobile Service (MRA3)

- 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 (MRA4)

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

Not a Mobile Service Repair (MRA5)

- 1. Large component removal
- 2. BEV Battery Replacement
- 3. Requires a vehicle hoist to complete the repair (more than inspection)
- 4. Required vehicle alignment
- 5. Requires significant vehicle disassembly
- 6. Repairs greater than 2-3 hours
- 7. Any repairs that require M-Time
- 8. Includes a service procedure where the vehicle owner may be distressed about the state of their vehicle.
- Wheel and Tire Mobile Service (MRA6)
 - Tire Removal from Wheel
 - Tire Balancing
 - Tire Repair

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

- Advanced Driver Assistance System (ADAS) Mobile Repair (MRA7)
 - Requires the uses of a ADAS Mobile Service Kit.
 - May require a post repair test drive.
 - o Parking Lot Maneuvers to capture parking lines for camera alignment.
 - Steady speed cruising (45 MPH).
 - The vehicle service location will have to be validated before scheduling an appointment to determine if a mobile repair is appropriate.

Mobile Repair / Vehicle Pick-Up and Delivery Record

VIN_	re	eceived (check one):					
	☐ Mobile Repair						
	☐ Pick-up and/or delivery service						
As outlined below for the 25C08 Field Service Action program.							
	□ Mobile Repair – Date:						
		OR					
	Pick-up – Date:						
	Delivery – Date:						
Renai	r Order #	Repair Order Date					
Ποραι		Hopan Order Date					
Service Manager Signature		Date					