



Service Engineering Operations
Customer Service Division

Ford Motor Company
PO Box 1904
Dearborn, Michigan 48121

April 20, 2026

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD**
Safety Recall 25S89 - Supplement #1
Certain 2015-2019 Model Year Multiple Vehicle Lines
Rear View Camera Inspection

REF: **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD**
Safety Recall 25S89
Dated: December 22, 2025

New! REASON FOR THIS SUPPLEMENT

- **Affected Vehicles:** All vehicles have labor, parts, and repair procedures available
- **Owner Notification Mailing Schedule:** Updated mailing schedule for Phase 2 Letters
- **Labor Allowances:** Labor codes are now available for all vehicles
- **Parts Requirements:** Parts are now available for all vehicles
- **Technical Instructions:** Repair procedures are available for all vehicles, with clarifications
- **Owner Notification Letters:** Remedy available letters available for Phase 2 vehicles

New! AFFECTED VEHICLES (U.S. Population of Affected Vehicles 1,454,380)

NOTE: All vehicles have labor, parts, and repair procedures available.

Vehicle	Model Year	Assembly Plant	Build Date Range
Econoline	2017-2019	Ohio Assembly	January 21, 2016 through December 21, 2018
Edge	2015-2018	Oakville	June 25, 2014 through September 04, 2018
Expedition	2015-2017	Kentucky Truck	March 01, 2015 through June 30, 2017
MKC	2015-2019	Louisville	February 04, 2015 through December 23, 2018
Mustang	2015-2019	Flat Rock	February 20, 2015 through December 20, 2018
Navigator	2015-2017	Kentucky Truck	March 09, 2015 through June 30, 2017
Ranger	2019	Michigan Assembly	June 04, 2018 through December 21, 2018
Super Duty	2015-2016	Kentucky Truck	March 01, 2015 through July 3, 2016
Super Duty	2017-2019	Kentucky Truck	October 8, 2015 through December 23, 2018
Super Duty	2017-2019	Ohio Assembly	April 26, 2016 through December 21, 2018
Transit	2016-2019	Kansas City	July 30, 2015 through December 21, 2018
Transit Connect	2015-2018	Valencia	August 01, 2014 through July 31, 2018

AFFECTED VEHICLES (continued)

Affected vehicles are identified in OASIS and FSA VIN Lists.

Note: Some vehicles may have been repaired. 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 the FSA Policy Document for more information.

REASON FOR THIS SAFETY RECALL

In some of the affected vehicles, customers may experience a blank or distorted image on the center display screen when the vehicle is in reverse. A rear view camera that displays a blank or distorted image while in reverse can reduce or distort the driver's view of what is behind the vehicle, increasing the risk of a crash. If the image is lost for 10 seconds, a Diagnostic Trouble Code (DTC) is set, and the customer will receive a message that the rear view camera is unavailable on the center display screen.

New! SERVICE ACTION

NOTE: *Labor, parts, and repair procedures are available for all vehicles.*

Dealers are to:

- **Inspect** for Diagnostic Trouble Codes (DTCs) and proper camera function.
- **As needed** per inspection, replace rear view camera per the Technical Instructions.
- Replacement includes documenting the **new** camera label detail on the repair order and claim.
- 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.

FSA PROGRAM OPTIONS

Program Option	Eligibility	Comments
Mobile Repair	Yes	See Mobile Service Repair Assessment Level section below, if applicable.
Over-the-Air (OTA) Update	No	See Over-The-Air (OTA) Updates section of the FSA Policy Document, if applicable.
Rentals	No	See the Rental Vehicles section below, if applicable.
Alternative Transportation Available	No	See Alternate Transportation section in the FSA Policy Document.
Pickup & Delivery (PDL)	Yes	See Pickup & Delivery section in the FSA Policy document.
Towing	No	See Towing section below, if applicable.
Essential Special Service Tools (ESST)	No	See Technical Instructions and/or Workshop Manual (WSM) as needed.
Administrative Allowance	No	See Administrative Allowance section in FSA Policy Document, and if applicable, Labor Allowances table below.
Owner Refunds	Yes	See Owner Refunds section below, if applicable.
Photo Submission	No	See Repair Photo Submission section below, if applicable.

Note: For further information on certain Program Options above, see the corresponding section within the FSA Policy Document.

New! OWNER NOTIFICATION MAILING SCHEDULE

NOTE: *All of the affected vehicles have a service remedy available.*

- Phase 1 - Owners of Econoline, Mustang, Navigator, Ranger, 2017-2019 Super Duty, and Transit vehicles were mailed the week of January 5, 2026 or before.
- Phase 2 - Owners of Edge, Expedition, MKC, 2015-2016 Super Duty, and Transit Connect vehicles will be mailed the *week of April 20, 2026 or before.*

Dealers should repair any affected vehicles that arrive at their dealerships, for which repair procedures are available, 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

- *Technical Instructions*
- *Owner Notification Letters*
- Mobile Repair/Vehicle Pickup & Delivery Record
- Recall Reimbursement Plan

REFERENCE MATERIAL



- Warranty & Policy Manual (located on FMCDealer Warranty Portal Page):
www.fmcdealer.dealerconnection.com/content/fmcdealer/us/en/parts_service/wty.html
- FSA Policy Document (located on FMCDealer FSA Resources Page for Ford and Lincoln dealerships):
www.fmcdealer.dealerconnection.com/content/fmcdealer/us/en/parts_service/fsa/rsc.html
- FSA Policy Document (located on the Fleet SharePoint site for Fleets with in-house warranty):
<https://azureford.sharepoint.com/sites/OneWarrantySolution/usfleet/SitePages/Home.aspx>

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

Safety Recall 25S89 - Supplement #1**MOBILE SERVICE REPAIR ASSESSMENT LEVEL**

- Arrange for a mobile repair at the owner's location.
- All Vehicles Affected.
-   - Light Mobile Service (MRA2)

OASIS ACTIVATION

OASIS was activated on September 8, 2025.

FSA VIN LISTS ACTIVATION

FSA VIN Lists were made available through <https://web.fsavinlists.dealerconnection.com> on September 8, 2025. Owner names and addresses were made available October 20, 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 safety 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.

IN-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.

Safety Recall 25S89 - Supplement #1**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 rear view camera replacement.

RENTAL VEHICLES

Rental vehicles are not approved for this program.

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.
- See “Additional Repair Info” in the FSA Policy Document for further Terms and Conditions.

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 be rejected, 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 **25S89** 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.

Safety Recall 25S89 - *Supplement #1*

CLAIMS PREPARATION AND SUBMISSION (continued)

- **Refunds:** Submit refunds on a separate repair line.
 - Program Code: 25S89
 - 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.

Safety Recall 25S89 - **Supplement #1**

New! **LABOR ALLOWANCES**

Note: Only one labor operation may be claimed from the next two (2) tables of single letter codes. (Additional supplemental labor operations may be claimed from the Supplemental Labor Allowances table.)

Note: Labor, parts, and repair procedures are available for all vehicles.

Description	Labor Operation	Labor Time Hour(s)
Inspection <u>PASS</u> – Camera is NOT replaced <ul style="list-style-type: none"> Check for DTCs and camera image symptoms No DTCs or camera image symptoms present <u>Does NOT include</u> voltage and ground checks This labor operation closes the FSA <i>CANNOT be combined with any other single letter code operation</i> 	25S89A	0.3

Inspection <u>PASS</u> – Camera is NOT replaced <ul style="list-style-type: none"> Check for DTCs and camera image symptoms Yes, DTC and/or camera image symptom present <u>Includes</u> voltage and ground checks Labor operations B - J close the FSA <i>CANNOT be combined with any other single letter code operation</i> 		
Mustang, Transit, <i>or 2015 - 2016 Super Duty</i>	25S89B	0.4
<i>Edge or Navigator</i>	25S89C	0.6
2017 - 2019 Super Duty	25S89D	0.6
Ranger Pickup	25S89E	0.3
Chassis Cab / Cutaway vehicles with Prep Kit-Type Cameras (Econoline, Super Duty, Ranger)	25S89F	0.3
<i>Expedition</i>	<i>25S89G</i>	<i>0.7</i>
<i>MKC</i>	<i>25S89H</i>	<i>0.8</i>
<i>Transit Connect</i>	<i>25S89J</i>	<i>0.5</i>

Safety Recall 25S89 - **Supplement #1**

LABOR ALLOWANCES (continued)

<u>Inspection FAIL</u> (Camera Replaced)		
Inspection FAIL – Replace Rear View Camera <ul style="list-style-type: none"> • <u>Includes</u> DTC and symptom check, and checking voltage and ground to the camera • Labor operations Q - X close the FSA • <i>CANNOT be combined with any other single letter code operation</i> 		
Mustang	25S89Q	0.5
Transit	25S89R	0.6
<i>Edge</i> , Navigator, or 2017 - 2019 Super Duty	25S89S	0.7
Ranger Pickup <i>or 2015 - 2016 Super Duty</i>	25S89T	0.4
Chassis Cab / Cutaway vehicles with Prep Kit-Type Cameras (Econoline, Super Duty, Ranger)	25S89U	0.4
<i>Expedition</i>	<i>25S89V</i>	<i>0.7</i>
<i>MKC</i>	<i>25S89W</i>	<i>0.8</i>
<i>Transit Connect</i>	<i>25S89X</i>	<i>0.5</i>

SUPPLEMENTAL LABOR ALLOWANCES

- Labor Operation Codes that DO NOT close the FSA

Note: Claim any relevant supplemental labor operations in addition to the primary labor operation.

<u>Mobile Service and Pickup & Delivery Allowances</u>		
Mobile Service: This allowance is only for <u>non-eligible</u> 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 an SSSC Approval Form. Cannot be claimed with 25S89LL or 25S89PP	25S89MM	0.5
Lincoln Vehicle Pickup & Delivery Allowance: This allowance is only for <u>non-eligible</u> 2025 Remote Experience Program Dealers AND vehicles outside of Lincoln Pick-Up & Delivery contract coverage (4 years/50,000 miles). NOTE: This allowance is for dealer-performed vehicle Pickup & Delivery for dealership repairs only. Can only be claimed once, regardless of outstanding FSAs repaired. Cannot be claimed with 25S89MM or 25S89PP	25S89LL	0.5

Safety Recall 25S89 - **Supplement #1**

SUPPLEMENTAL LABOR ALLOWANCES (continued)

- Labor Operation Codes that DO NOT close the FSA

Note: Claim any relevant supplemental labor operations in addition to the primary labor operation.

<p>Ford Vehicle Pickup & Delivery Allowance: This allowance is only for <u>non-eligible</u> 2025 Remote Experience Program Dealers. NOTE: This allowance is for dealer-performed vehicle Pickup & Delivery for dealership repairs only. Can only be claimed once, regardless of outstanding FSAs repaired. Cannot be claimed with 25S89MM or 25S89LL</p>	<p>25S89PP</p>	<p>0.5</p>
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New! PARTS REQUIREMENTS / ORDERING INFORMATION

Inspection required, see Technical Instructions.

NOTE: Fewer than 10% of the affected vehicle population is expected to require parts.

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
HC3Z-19G490-AA	1	1	1	ECONOLINE - Prep Kit Rear View Camera
<i>F2GZ-19G490-A</i>	<i>1</i>	<i>1</i>	<i>1</i>	<i>EDGE - Rear View Camera</i>
<i>FL1Z-19G490-B</i>	<i>1</i>	<i>1</i>	<i>1</i>	<i>EXPEDITION - Rear View Camera</i>
<i>EJ7Z-19G490-A</i>	<i>1</i>	<i>1</i>	<i>1</i>	<i>MKC - Rear View Camera</i>
FR3Z-19G490-A	1	1	1	MUSTANG - Rear View Camera
FL7Z-19G490-B	1	1	1	NAVIGATOR - Rear View Camera
KB3Z-19G490-B	1	1	1	RANGER - Fixed Rear View Camera
JC3Z-19G490-E	1	1	1	RANGER CHASSIS CAB - Prep Kit Rear View Camera
JK4Z-19G490-C	1	1	1	TRANSIT - Prep Kit Rear View Camera
<i>FC3Z-19G490-B</i>	<i>1</i>	<i>1</i>	<i>1</i>	<i>2015 SUPER DUTY - Rear View Camera</i>
<i>GC3Z-19G490-B</i>	<i>1</i>	<i>1</i>	<i>1</i>	<i>2016 SUPER DUTY - Rear View Camera</i>
<i>CL3Z-9942528-B</i>	<i>1</i>	<i>1</i>	<i>1</i>	<i>2016 SUPER DUTY - Ford Oval Tailgate</i>
<i>JK4Z-19G490-C</i>	<i>1</i>	<i>1</i>	<i>1</i>	<i>2016 SUPER DUTY CHASSIS CAB - Prep Kit Rear View Camera</i>
JC3Z-19G490-E	1	1	1	2017-2019 SUPER DUTY CHASSIS CAB - Prep Kit Rear View Camera

Part Requirements are continued on the next page.

Safety Recall 25S89 - **Supplement #1****New!** **PARTS REQUIREMENTS / ORDERING INFORMATION** (continued)

Inspection required, see Technical Instructions.

NOTE: Fewer than 10% of the affected vehicle population is expected to require parts.

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
<i>DT1Z-19G490-C</i>	<i>1</i>	<i>1</i>	<i>1</i>	<i>2015 TRANSIT CONNECT Rear View Camera Both liftgate and hinged rear doors</i>
<i>FT1Z-19G490-C</i>	<i>1</i>	<i>1</i>	<i>1</i>	<i>2016 - 2018 - To: May 28, 2018 build TRANSIT CONNECT - 3KAB + A6KAB Rear View Camera Dual rear cargo door-HINGED</i>
<i>FT1Z-19G490-D</i>	<i>1</i>	<i>1</i>	<i>1</i>	<i>2016-2018 To: May 28, 2018 build TRANSIT CONNECT - J3KAB + 6KAC Rear View Camera Rear Cargo Door-LIFTGATE</i>
<i>KT1Z-19G490-H</i>	<i>1</i>	<i>1</i>	<i>1</i>	<i>2018 - From: May 28, 2018 build TRANSIT CONNECT - J3KAB + A6KAB Rear View Camera Dual Rear Cargo Door-HINGED</i>
<i>KT1Z-19G490-G</i>	<i>1</i>	<i>1</i>	<i>1</i>	<i>2018 - From: May 28, 2018 build TRANSIT CONNECT - J3KAB + A6KAC Rear View Camera Rear Cargo Door-LIFTGATE</i>

Order your parts through normal order processing channels. To guarantee the shortest delivery time, an emergency order for parts must be placed.

If other services are requested on the same RO, please complete them. Once they are completed, and if the customer elects to take delivery of their vehicle while waiting for parts to arrive to complete this program, dealers should close the repair order. Reference to W&P manual section 1.3.09 for detailed information associated with these applicable process steps.

DEALER PRICE

For the latest prices, refer to DOES II.

PARTS RETENTION, RETURN, & SCRAPPING

Please refer to the FSA Policy Document for any and all questions on parts.

EXCESS STOCK RETURN

Please refer to the FSA Policy Document for any and all questions on parts.

REPLACED FSA PARTS INSPECTION AND SIGN OFF

Please refer to the FSA Policy Document for any and all questions on parts.

CERTAIN 2015-2019 MODEL YEAR MULTIPLE VEHICLE LINES — REAR VIEW CAMERA INSPECTION

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.

NEW ! SERVICE PROCEDURE

***NOTE:** Repair procedures are available for all vehicles.*

1. Connect a scan tool.
2. Are any of the following DTCs present?

In the Accessory Protocol Interface Module (**APIM**) or Front Control/Display Interface Module (**FCDIM**):

C1001:01 – **YES**, proceed to Step 5.

In the Body Control Module (**BCM**):

B115E:01 – **YES**, proceed to Step 5.

B115E:02 – **YES**, proceed to Step 5.

B115E:08 – **YES**, proceed to Step 5.

B115E:49 – **YES**, proceed to Step 8.

NO – Proceed to Step 3.

3. Turn on ignition/run power (key on) and place the vehicle in reverse.



4. Are any of the following symptoms present for the rear parking aid camera / video camera?

- Video NOT displayed or is unavailable – **YES**, proceed to Step 5.
- Intermittent video – **YES**, proceed to Step 5.
- Distorted video – **YES**, proceed to Step 5.
- Inverted video – **YES**, proceed to Step 8.

NO - This completes the FSA, *Labor Operation 25S89A*.

5. Turn off ignition/power (key off) and **disconnect** the rear parking aid camera / video camera connector for inspection.

- For chassis cab / cutaway vehicles with prep kit cameras, see Figure 1.
 - Then continue to next page.
- For all other vehicles follow the Workshop Manual (WSM) procedures in Section 413-13.
 - Then continue to next page.

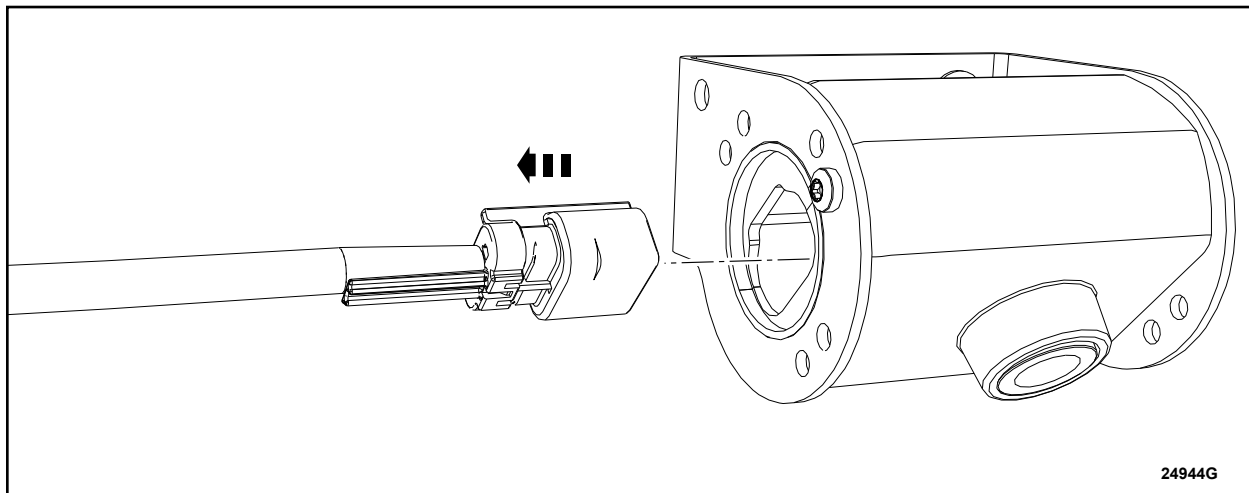


FIGURE 1



6. Check the voltage to the rear parking aid camera / video camera connector. See Figure 2.

- Turn on ignition/run power (key on).
- Measure

Positive Lead	Measurement / Action	Negative Lead
Pin 1	DC Voltage \overline{V}	Chassis Ground

- Is the voltage greater than 11-volts?

YES - Proceed to Step 7.

NO - *This completes the FSA.*

- *Camera is **NOT** replaced.*
- *Follow normal WSM diagnostics to diagnose the concerns.*
- *Labor Operations B-J.*

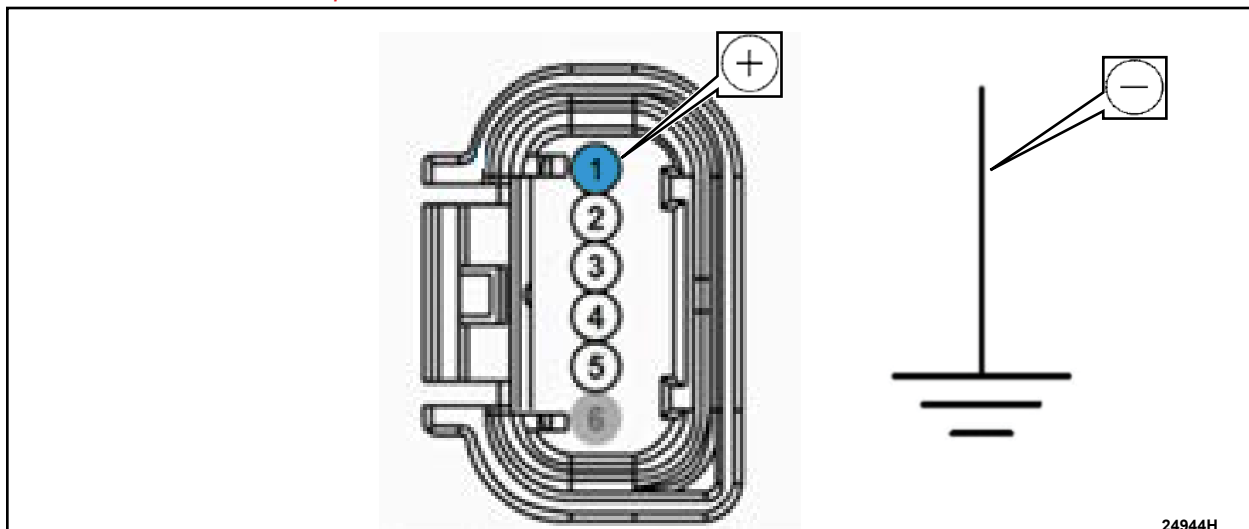


FIGURE 2

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7. Check the ground to the rear parking aid camera / video camera connector. See Figure 3.

- Measure

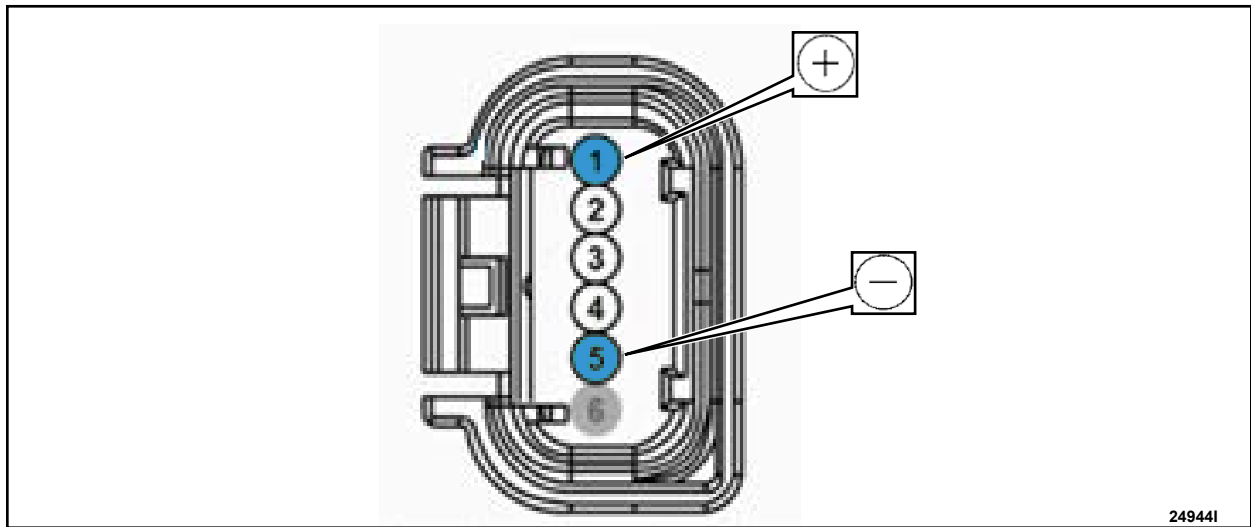
Positive Lead	Measurement / Action	Negative Lead
Pin 1	DC Voltage \bar{V}	Pin 5

- Is the voltage greater than 11-volts?

YES - Proceed to Step 8.

NO - *This completes the FSA.*

- *Camera is **NOT** replaced.*
- *Follow normal WSM diagnostics to diagnose the concerns.*
- *Labor Operations B-J.*



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FIGURE 3



8. Based on the inspection results, rear view camera replacement is required.

NOTE: Verify, with your parts department, that the part number being installed is the latest part number in the dealer bulletin for this program.

- Before proceeding, document new rear view camera information.
- Write down and include the new camera manufacture date and serial number onto the repair order.
- Claiming: include the *new* camera manufacture date and serial number in the warranty claim submission in the technician comments section.
- See Figure 4.

- a. New Camera.
- b. Serial Number.
- c. Manufacture Date.

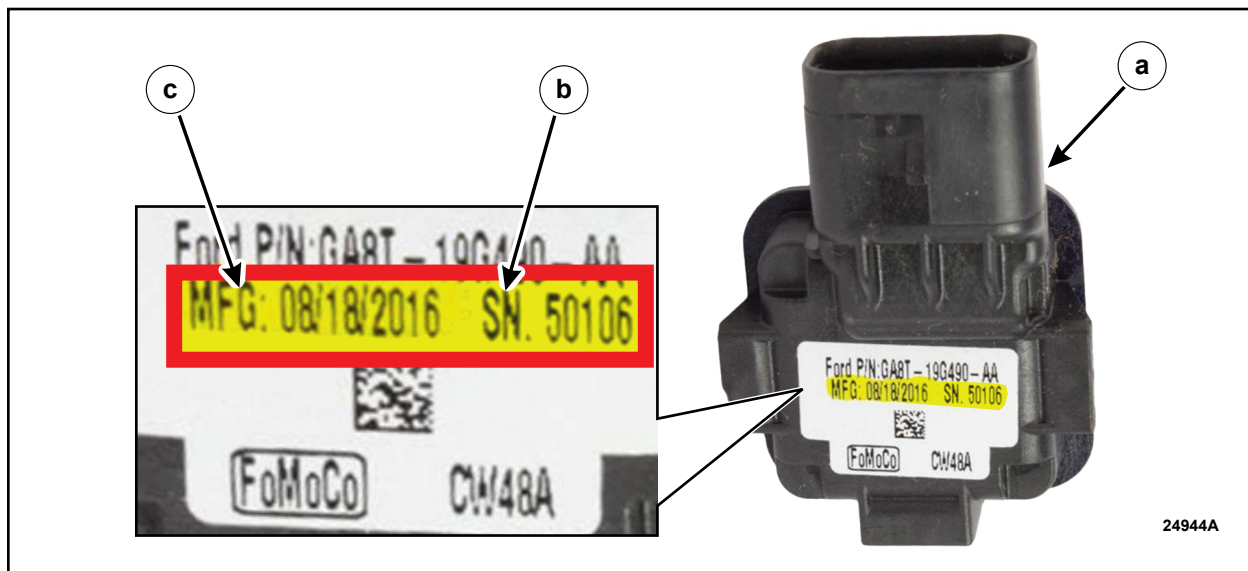


FIGURE 4

9. Replace the rear parking aid camera / video camera.

- For chassis cab / cutaway vehicles with prep kit type cameras, proceed to Page 6.
- For all other vehicles, follow the Workshop Manual (WSM) procedures in Section 413-13.

10. Proceed to **Re-Check Camera Operation** procedure on Page 9.



Chassis Cab / Cutaway Vehicles with Prep Kit Type Cameras - Camera Replacement

NOTE: The location of the rear parking aid camera / video camera may vary depending on the upfit.

1. Locate the rear parking aid camera / video camera. See Figure 5.



FIGURE 5

2. Disconnect the electrical connector and position the wire harness aside. See Figure 6.

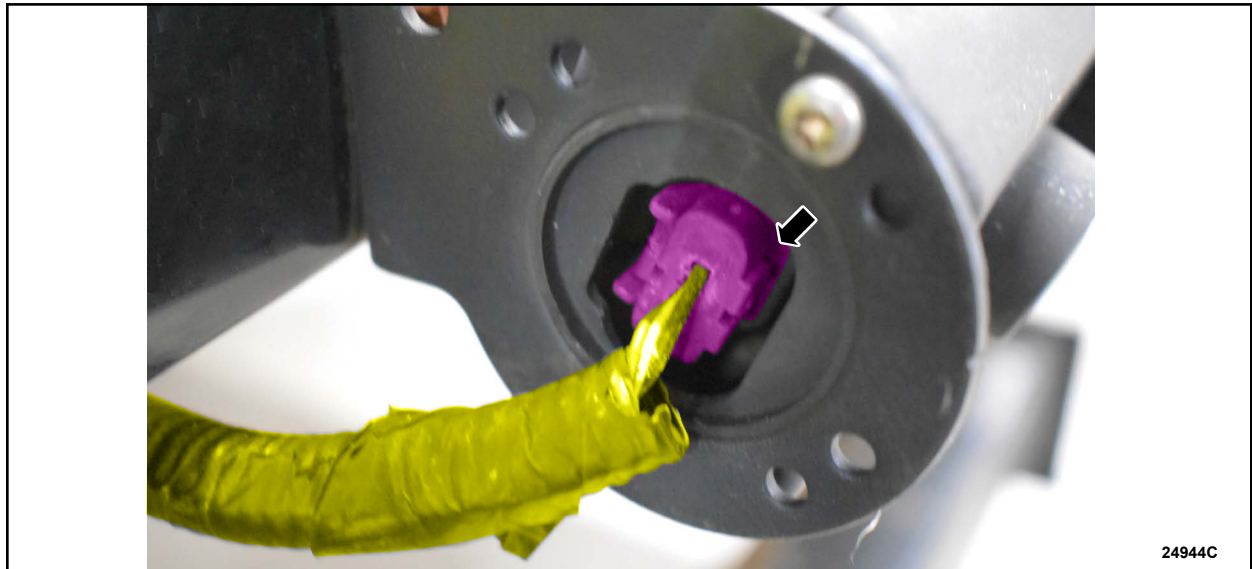


FIGURE 6



3. Remove the mounting screws. See Figure 7.

- Torque: 0.7 Nm (6.19 lb.in)

NOTE: Right hand (RH) side shown, Left hand (LH) similar.



FIGURE 7

4. Remove the case screws. See Figure 8.

- Torque: 0.8 Nm (7.08 lb.in)

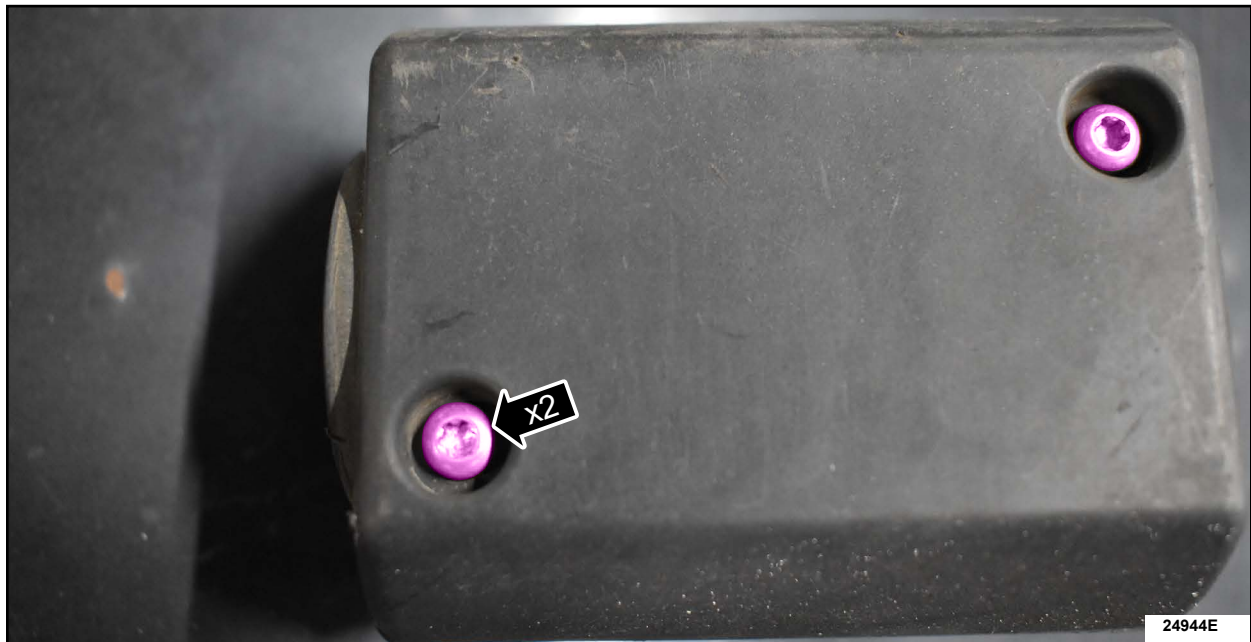


FIGURE 8



5. Remove the rear parking aid camera / video camera. See Figure 9.

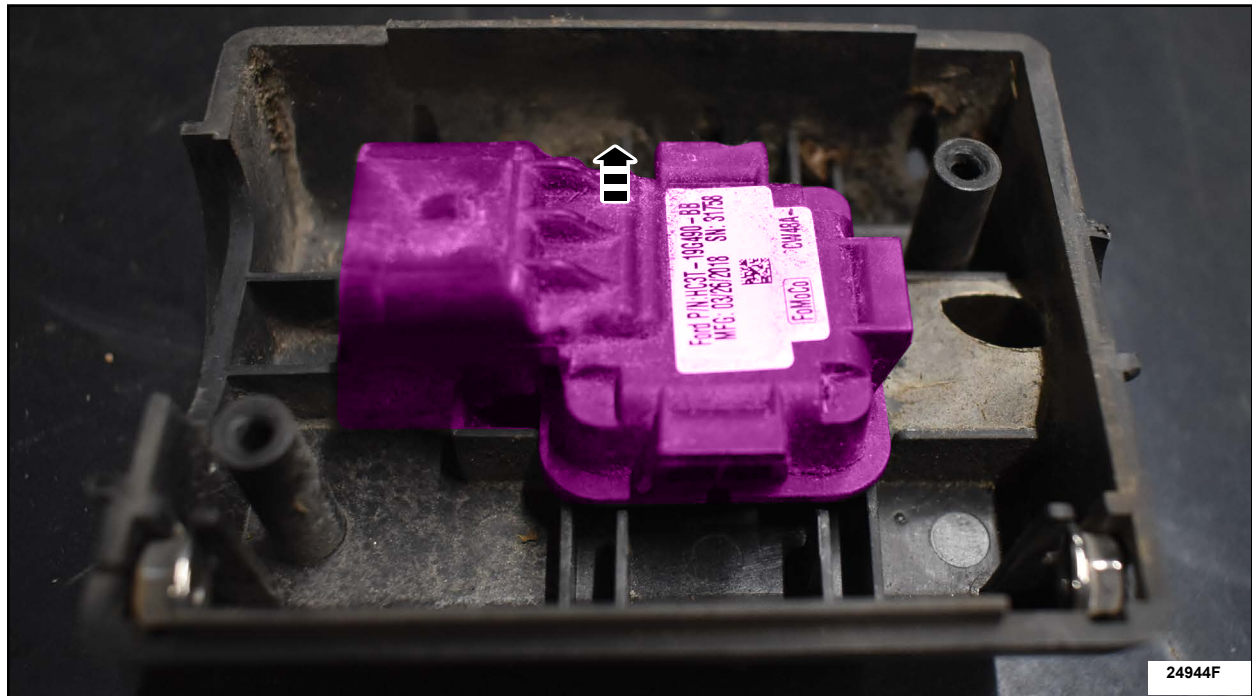


FIGURE 9

6. Install the *new* rear parking aid camera / video camera by reversing the removal process.

Super Duty/Ranger Chassis Cab / Cutaway Vehicles With Prep Kit-Type Cameras

7. Using a diagnostic scan tool, following the on screen instructions for the **LIN New Module Initialization - Body Control Module (BCM)** configure the **BCM**.

8. Proceed to **Re-Check Camera Operation** procedure on Page 9.



Re-Check Camera Operation - *Only if camera is replaced*

1. Using a scan tool, clear DTCs.
2. Check the rear parking aid camera / video camera operation.
 - a. Turn on ignition/run power (key on) and place the vehicle in reverse.
 - b. Wait 10 seconds.

- Is the original camera symptom present?

YES - Follow normal WSM Diagnostics to diagnose other system components. Base warranty coverage applies.

NO - Proceed to Step 3.

3. Using a scan tool, check for DTCs.

- Are any of the following DTCs present?

In the **APIM** or **FCDIM**:

C1001:01 – **YES**, proceed to Step 4.

In the **BCM**:

B115E:01 – **YES**, proceed to Step 4.

B115E:02 – **YES**, proceed to Step 4.

B115E:08 – **YES**, proceed to Step 4.

B115E:49 – **YES**, proceed to Step 4.

NO – This completes the FSA. *Labor Operations Q-X*.

4. Follow normal WSM Diagnostics to diagnose other system components. Base warranty coverage applies.

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.



Safety Recall 25S89

Mobile Repair / Vehicle Pickup and Delivery Record

VIN _____ received (check one):

- Mobile Repair
- Pickup and/or delivery service

As outlined below for the 25S89 Field Service Action program.

Mobile Repair – Date: _____

OR

Pickup – Date: _____

Delivery – Date: _____

Repair Order #

Repair Order Date

Service Manager Signature

Date

Ford Motor Company
Recall Reimbursement Plan for 25S89

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 the dealers.

Regarding the specific reimbursement plan for Recall # 25S89, owners who have paid for service to remedy the defect or noncompliance must have had that service performed before January 23, 2026. After this date, if repairs related to this recall are performed by a non-Ford repair facility in an emergency, 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 2025. 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 non-compliances pursuant to Part 573.6 (c)(8)(i). This plan has not changed since our May 21, 2025 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 repair did not correct the problem related to the recall

Failure to submit all 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.