



Service Engineering Operations
Customer Service Division

Ford Motor Company
PO Box 1904
Dearborn, Michigan 48121

December 22, 2025

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD**
Safety Recall 25SA9
Certain 2015-2020 Model Year Multiple Vehicle Lines
Rear View Camera Inspection

REF: **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Advance Notice**
Safety Recall 25SA9
Dated: October 14, 2025

AFFECTED VEHICLES (U.S. Population Of Affected Vehicles 1,445,726):

Vehicles WITH Parts Available:

Vehicle	Model Year	Assembly Plant	Build Date Range
Mustang	2020	Flat Rock	February 28, 2019 through December 16, 2020

Affected vehicles are identified in OASIS and FSA VIN Lists.

Vehicles WITHOUT Parts Available:

Vehicle	Model Year	Assembly Plant	Build Dates
C-Max	2015-2016	Michigan	April 22, 2014 through November 14, 2016
Escape	2015-2016	Louisville	April 1, 2014 through March 20, 2016
Explorer	2015	Chicago	February 17, 2014 through May 4, 2015
Fiesta	2019	Cuautitlan	June 18, 2018 through May 31, 2019
Flex	2015-2019	Oakville	August 27, 2014 through April 30, 2019
Fusion	2016	Flat Rock	January 8, 2015 through February 29, 2016
		Hermosillo	December 13, 2014 through April 4, 2016
MKT	2015	Oakville	August 27, 2014 through December 10, 2015
	2019	Oakville	January 30, 2018 through May 31, 2019
MKZ	2015	Hermosillo	February 17, 2014 through March 29, 2015
Taurus	2015-2016	Chicago	February 17, 2014 through December 2, 2016
	2018-2019	Chicago	May 16, 2017 through March 1, 2019

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.

SERVICE ACTION

IMPORTANT: Parts and repair procedures are only available for **Mustang** vehicles at this time.

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.

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

- Arrange for a mobile repair at the owner's location, or
- 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.
- Pickup & Delivery and mobile service should be made available for all customers. Refer to the Rental and Claiming sections for further details.

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 Claims Preparation and Submission 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.
Owner Refunds	Yes	See Owner Refunds section below, if applicable.

FSA PROGRAM OPTIONS (continued)

Photo Submission	No	See Repair Photo Submission section below, if applicable.
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Note: For further information on certain Program Options above, see the corresponding section within the FSA Policy Document.

OWNER NOTIFICATION MAILING SCHEDULE

Parts to repair this condition are currently not available in sufficient quantities to service all of the affected vehicles. Therefore, to ensure an ample supply of parts is available, owners are expected to be notified in two separate mailings:

- Owners of Mustang vehicles will be mailed the week of January 5, 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.
- Owners of all other vehicles (non-Mustang) will be mailed the 2nd quarter of 2026 or before, when parts and repair procedures are expected to be available.

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

- Technical Instructions
- Owner Notification Letter
- Mobile Repair/Vehicle Pickup & Delivery Record

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.

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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 October 14, 2025.

FSA VIN LISTS ACTIVATION

FSA VIN Lists were made available through <https://web.fsavinlists.dealerconnection.com> on October 14, 2025. Owner names and addresses were made available November 21, 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.

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.

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.

Safety Recall 25SA9**OWNER REFUNDS (continued)**

- 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 **25SA9** 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.

CLAIMS PREPARATION AND SUBMISSION (continued)

- **Refunds:** Submit refunds on a separate repair line.
 - Program Code: 25SA9
 - 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.

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LABOR ALLOWANCES

IMPORTANT: Parts and repair procedures are only available for **Mustang** vehicles at this time.

Description	Labor Operation	Labor Time Hours
<u>Inspection PASS (Camera NOT Replaced)</u>		
<p><u>Mustang</u> Inspection PASS – Check for DTCs and camera image symptoms</p> <ul style="list-style-type: none"> • No DTCs or camera image symptoms present • <u>Does NOT include</u> accessing camera for voltage and ground check – use Labor Ops below instead • This labor operation closes the FSA 	25SA9A	0.3 Hours
<p><u>Mustang</u> Inspection PASS – Check for DTCs and camera image symptoms, and access camera for voltage and ground check</p> <ul style="list-style-type: none"> • DTC and/or camera image symptom present, but camera does NOT require replacement • This labor operation closes the FSA 	25SA9B	0.4 Hours
<u>Inspection FAIL (Camera Replaced)</u>		
<p><u>Mustang</u> Inspection FAIL – Replace Rear View Camera</p> <ul style="list-style-type: none"> • <u>Includes</u> DTC and symptom check, and checking voltage and ground to the camera • This labor operation closes the FSA 	25SA9Q	0.5 Hours

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LABOR ALLOWANCES (continued)

<u>Mobile Service and Pickup & Delivery Allowances</u>		
<p>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 25SA9PP</p>	25SA9MM	0.5 Hours
<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 25SA9MM</p>	25SA9PP	0.5 Hours

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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
FR3Z-19G490-A	1	1	1	MUSTANG - Rear View Camera

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

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 2015-2020 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.

SERVICE PROCEDURE

 **IMPORTANT!** Service procedures are not available for all vehicles, refer to table below.

This procedure only applies to:
Mustang

NOTE: A future supplement is planned for the 1st half of 2026 for the remaining vehicle lines.

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. With the ignition on, place the vehicle into 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.

5. Turn ignition **OFF** and **disconnect** rear parking aid camera / video camera connector for inspection. Follow the Workshop Manual (WSM) procedures in Section 413-13. Then continue to next page.

6. Check the voltage to the rear parking aid camera / video camera connector. See Figure 1.

- Ignition ON
- Measure

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

- Is the voltage greater than 11 volts?

YES - Proceed to Step 7.

NO - Camera replacement is not required under this FSA. Follow normal WSM diagnostics to diagnose the concern.

- Claim the "**Inspection PASS** - Check for DTCs and camera image symptoms, and access camera for voltage and ground check" labor operation to close the FSA.

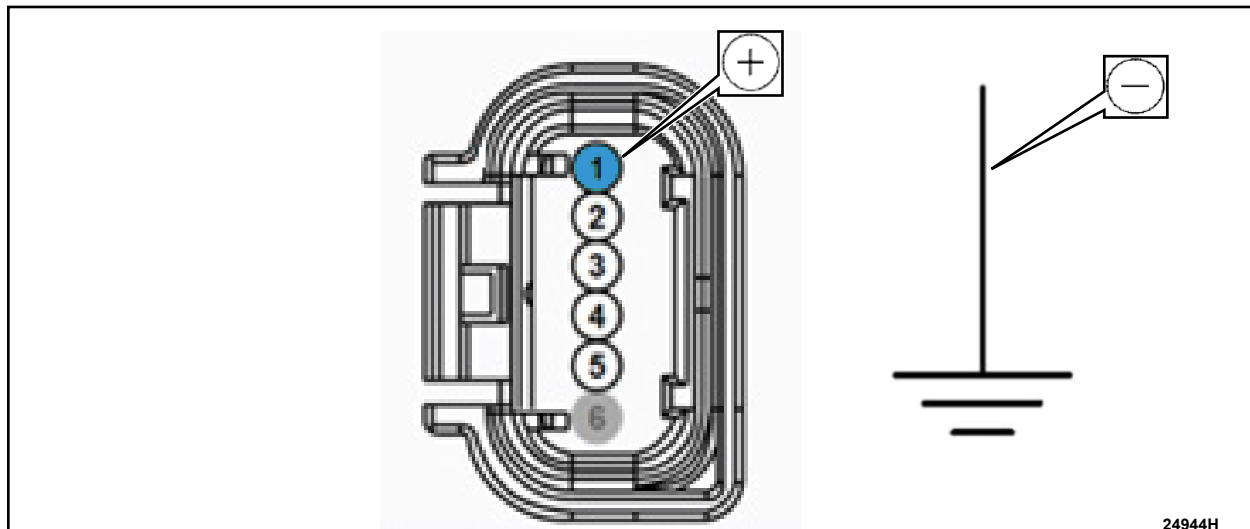


FIGURE 1



7. Check the ground to the rear parking aid camera / video camera connector. See Figure 2.

- 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 - Camera replacement is not required under this FSA. Follow normal WSM diagnostics to diagnose the concern.

- Claim the "**Inspection PASS** - Check for DTCs and camera image symptoms, and access camera for voltage and ground check" labor operation to close the FSA.

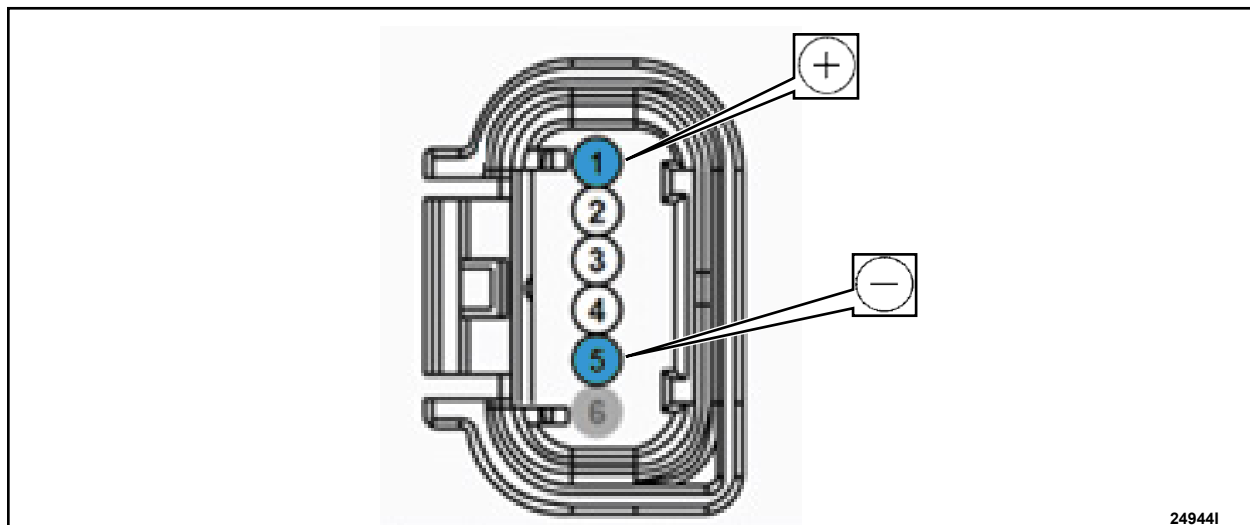


FIGURE 2

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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 3.

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

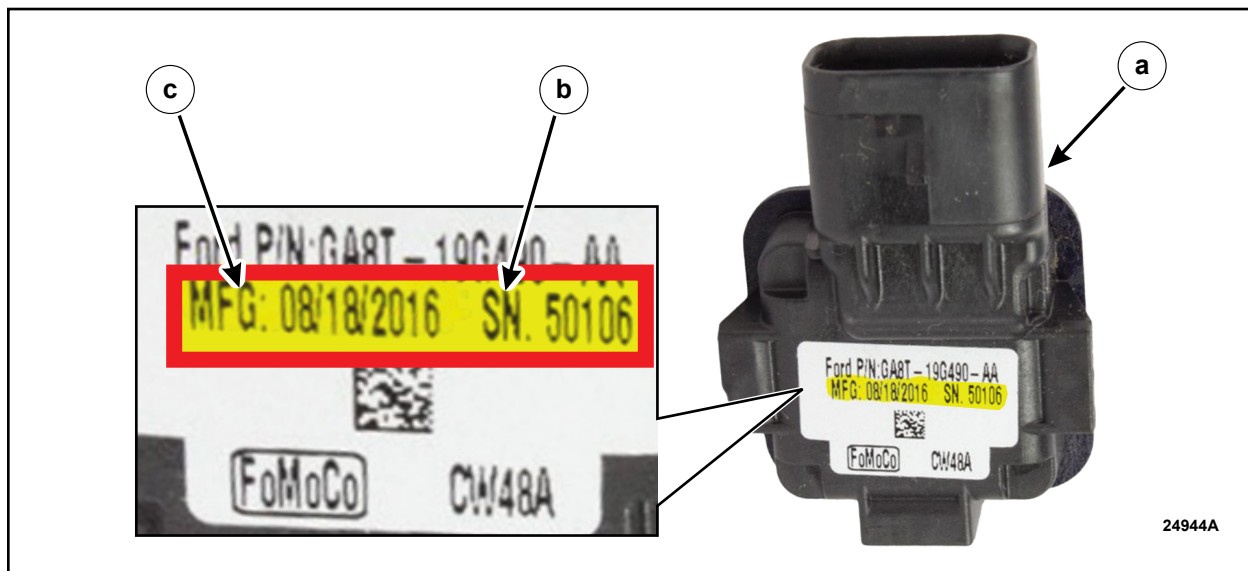


FIGURE 3

9. Replace the rear parking aid camera / video camera. Follow the Workshop Manual (WSM) procedures in Section 413-13.

10. Proceed to **Re-Check Camera Operation** procedure on Page 5.



Re-Check Camera Operation

1. Using a scan tool, clear DTCs.
2. Check the rear parking aid camera / video camera operation.
 - a. 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.

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 25SA9

Mobile Repair / Vehicle Pickup and Delivery Record

VIN _____ received (check one):

- Mobile Repair
- Pickup and/or delivery service

As outlined below for the 25SA9 Field Service Action program.

Mobile Repair – Date: _____

OR

Pickup – Date: _____

Delivery – Date: _____

Repair Order #

Repair Order Date

Service Manager Signature

Date