



U.S. Department  
of Transportation

National Highway  
Traffic Safety  
Administration

## Part 573 Safety Recall Report

## 26V123

**Manufacturer Name:** Ford Motor Company

**Submission Date:** Jun 09, 2026

**NHTSA Recall No.:** 26V123

**Manufacturer Recall No.:** 26C11

### Manufacturer Information

### Population

**Manufacturer Name:** Ford Motor Company

**Address:** 20000 Rotunda Drive  
Mezzanine  
Dearborn MI, 48124

**Total number of potentially involved:** 889,950

**Estimated percentage with defect:** 100%

### Vehicle Information

**Vehicle 1:** 2020-2022 FORD ESCAPE

**Product Category:** Light Vehicles

**Product Type:** Multipurpose Passenger Vehicle

**Fuel / Propulsion:**

**Production Dates:** Nov 13, 2018 - Dec 16, 2022

**Number of potentially involved:** 516,780

**Descriptive Information:**

The Ford process is capable of determining which hardware part numbers have been installed in production and service. Affected vehicles contain a JDI center stack display and Sync 3 infotainment system.

These vehicles are not produced in VIN order. Information as to the applicability of this action to specific vehicles can best be obtained by either calling Ford's toll-free line (1-866-436-7332) or by contacting a local Ford or Lincoln dealer who can obtain specific information regarding the vehicles from the Ford On-line Automotive Service Information System (OASIS) database.

**Vehicle 2:** 2020-2022 LINCOLN CORSAIR

**Product Category:** Light Vehicles

**Product Type:** Multipurpose Passenger Vehicle

**Fuel / Propulsion:**

**Production Dates:** Jan 07, 2019 - Dec 15, 2022

**Number of potentially involved:** 84,241

**Descriptive Information:**

The Ford process is capable of determining which hardware part numbers have been installed in production and service. Affected vehicles contain a JDI center stack display and Sync 3 infotainment

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system.

These vehicles are not produced in VIN order. Information as to the applicability of this action to specific vehicles can best be obtained by either calling Ford's toll-free line (1-866-436-7332) or by contacting a local Ford or Lincoln dealer who can obtain specific information regarding the vehicles from the Ford On-line Automotive Service Information System (OASIS) database.

**Vehicle 3:** 2020-2024 LINCOLN AVIATOR

**Product Category:** Light Vehicles

**Product Type:** Multipurpose Passenger Vehicle

**Fuel / Propulsion:**

**Production Dates:** Oct 20, 2018 - Apr 25, 2024

**Number of potentially involved:** 110,696

**Descriptive Information:**

The Ford process is capable of determining which hardware part numbers have been installed in production and service. Affected vehicles contain a JDI center stack display and Sync 3 infotainment system.

These vehicles are not produced in VIN order. Information as to the applicability of this action to specific vehicles can best be obtained by either calling Ford's toll-free line (1-866-436-7332) or by contacting a local Ford or Lincoln dealer who can obtain specific information regarding the vehicles from the Ford On-line Automotive Service Information System (OASIS) database.

**Vehicle 4:** 2020-2024 FORD EXPLORER

**Product Category:** Light Vehicles

**Product Type:** Multipurpose Passenger Vehicle

**Fuel / Propulsion:**

**Production Dates:** Oct 20, 2018 - Apr 25, 2024

**Number of potentially involved:** 178,233

**Descriptive Information:**

The Ford process is capable of determining which hardware part numbers have been installed in production and service. Affected vehicles contain a JDI center stack display and Sync 3 infotainment system.

These vehicles are not produced in VIN order. Information as to the applicability of this action to specific vehicles can best be obtained by either calling Ford's toll-free line (1-866-436-7332) or by contacting a local Ford or Lincoln dealer who can obtain specific information regarding the vehicles from the Ford On-line Automotive Service Information System (OASIS) database.

## Defect / Noncompliance Description

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## Description of the defect or noncompliance:

On the affected vehicles, it may be possible to have the SYNC screen image on the center display flipped or inverted immediately after an ignition cycle. This may result in the image displayed having inverted or flipped buttons, camera guidelines, and the rearview camera image while in reverse gear. As a result, the affected vehicles may not conform to the requirements specified by Federal Motor Vehicle Safety Standard (FMVSS) No. 111, sections 5.5.1 and 5.5.6 (Field of View and Default View).

**FMVSS1:** 111 - Rear visibility

**FMVSS2:**

## Description of the safety risk, including crash, fire, death, injury:

A rearview camera that does not display a correct image while in reverse gear can reduce the driver's view of what is behind the vehicle, increasing the risk of a crash.

## Description of the cause:

The touch Integrated Circuit (IC) on the display printed circuit board can cause a pulse on the Inter-Integrated Circuit (I2C) data bus during startup. This can result in the rewriting of a register in the display microcontroller, inverting the graphics at initial startup. The issue recovers after a restart.

## Identification of any warning that can occur:

None.

## Component Manufacturer

**Tier of Supplier:** Tier 2

**Supplier Type:** Other

**Name:** JDI - Japan Display Industry

**Address:** Landic 2nd Bldg.  
3-7-1, Nishi-shimbashi  
Minato-ku Foreign States, 105-0003

**Country:** Japan

## Involved Components

**Component Name 1:** Infineon Touch IC

**Component Description:** Touch IC

**Component Part Number:** CYAT82687-100AS46T

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## Chronology

On **September 5, 2025**, an issue pertaining to a 2022 model year (MY) Ford Escape vehicle, where the Sync center display infotainment screen was inverted, was brought to Ford's Critical Concern Review Group for review. The inverted image followed through all the screens including the Rear View Camera (RVC) image.

From September 2025 to January 2026, Ford reviewed warranty claims, field reports, and VOQs, as well as performed vehicle and component testing. In January 2026, the Ford team performed 20,000 automated ignition cycles and were able to reproduce the issue 1 time. This reproduction enabled the collection of data logs to further investigate potential root cause with the supplier. Based on the data and test results, the team determined that the issue is specific to the 2020-2022 model year Ford Escape and Lincoln Corsair vehicles equipped with a specific 8" display produced by Japan Display Incorporated (JDI) and containing an Infineon touch Integrated Circuit (IC). Ford reviewed other model lines for this concern and determined this concern may also be present in some 2020-2024 model year Explorer and Aviator vehicles equipped with a 10.1" version of the JDI display with Infineon touch IC.

CCRG considered sections 5.5.1 and 5.5.6 of Federal Motor Vehicle Safety Standard (FMVSS) 111. Section 5.5.1 contains a series of requirements governing the Field of View for the rearview camera display. Section 5.5.6, Default View, states that "[T]he rear visibility system must default to the rearview image meeting the requirements of S5.5.1 and S5.5.2 at the beginning of each backing event regardless of any modifications to the field of view the driver has previously selected." Based on the understanding that the vulnerability of the touch IC component within the JDI display is present at the time of vehicle production, these vehicles may fail to comply with S5.5.1 and S5.5.6 of FMVSS 111.

As of February 19, 2026, Ford is aware of 809 warranty claims potentially related to this condition received between March 8, 2019 and December 11, 2025. Ford is aware of 1 VOQ potentially related to this condition.

On **February 24, 2026**, Ford's Field Review Committee reviewed the concern and approved a field action.

Ford is not aware of any reports of accident or injury related to this condition.

**Related NHTSA Recall Number:**

## Description of Remedy

**Remedy Type:** Software

**Consumer Advisories:**  Do Not Drive  Park Outside

**Description of remedy program:**

The remedy for this program is an Accessory Protocol Interface Module (APIM) software update. Owners will be notified to take their vehicle to a Ford or Lincoln dealer to have an updated version of SYNC 3 software flashed into their Accessory Protocol Interface Module (APIM). There will be no charge for this service.

**How remedy component differs from recalled component:**

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The remedy software contains updated code to prevent the SYNC screen image from displaying a flipped or inverted orientation. The following software version (and all subsequent releases) contain the remedy: SYNC 3 version R10 C3.1, release number 3.4.26057 (NU5T-14G381-AE).

**Identify how/when recall condition was corrected in production:**

## Reimbursement Plan

Manufacturer used general reimbursement plan on file.

## Recall Schedule

### Description of recall schedule:

Notification to dealers is expected to occur on March 5, 2026. Mailing of interim owner notification letters is expected to begin April 17, 2026 and is expected to be completed by April 22, 2026. The date VINs are planned to be searchable is March 5, 2026.

**Planned Dealer Notification Date:** Mar 05, 2026 - Mar 05, 2026  No Dealers

**Planned Interim Owner Notification Date:** Apr 17, 2026 - Apr 22, 2026  No Owners

**Planned Remedy Owner Notification Date:** Jun 22, 2026 - Jun 26, 2026  Phased Recall

**Date when VIN will be searchable:** Mar 05, 2026