



Service Engineering Operations
Customer Service Division

Ford Motor Company
PO Box 1904
Dearborn, Michigan 48121

March 5, 2026

TO: All U.S. Ford and Lincoln Dealers

**SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Advance Notice
Compliance Recall 26C11**

Certain 2020-2022 Escape, 2020-2022 Corsair, 2020-2024 Explorer, and 2020-2024 Aviator Vehicles
SYNC Screen Update

AFFECTED VEHICLES (U.S. Population Of Affected Vehicles 887,799):

Vehicle	Model Year	Assembly Plant	Build Date Range
Escape	2020-2022	Louisville	November 13, 2018 through December 16, 2022
Corsair	2020-2022		January 7, 2019 through December 15, 2022
Explorer	2020-2024	Chicago	October 20, 2018 through April 25, 2024
Aviator	2020-2024		October 19, 2018 through April 25, 2024

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS COMPLIANCE RECALL

All of 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). 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 being inverted or flipped, this includes all buttons. While in reverse the rearview camera image, buttons, and camera guidelines may also be inverted or flipped.

SERVICE ACTION

DO NOT DEMONSTRATE OR DELIVER any new in-stock vehicles involved in this compliance recall. For new vehicle storage guidelines, refer to EFC13033, Storage Guidelines for New Vehicles.

A complete Dealer Bulletin including technical instructions will be provided to dealers by May 4, 2026 when a remedy is available to support this compliance recall.

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.

OWNER NOTIFICATION

Owners of record will be notified via first-class mail within sixty days, which may occur before remedy availability including repair instructions 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 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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