



Stacy L. Balzer  
 Operating Director  
 Service Engineering Operations  
 Ford Customer Service Division

Ford Motor Company  
 P. O. Box 1904  
 Dearborn, Michigan 48121

June 20, 2023

**TO:** All U.S. Ford and Lincoln Dealers

**SUBJECT: Customer Satisfaction Program 22M03**  
 Certain 2017-2020 Model Year Continental and Super Duty, 2018-2020 Navigator,  
 2020 Aviator, and 2020 Explorer Vehicles  
 Replace Front and/or Side Cameras if Foggy

**PROGRAM TERMS**

This program provides a no-cost, one-time repair (if needed) to the front and/or side cameras for 10 years of service or 150,000 miles from the warranty start date of the vehicle, whichever occurs first.

This program may be used multiple times (up to three repairs allowed if each camera is replaced once) as long as the vehicle is within the time and mileage limits of the program. Once the program has expired, Service Part Warranty and Ford/Lincoln Loyalty Plans may be eligible.

If a vehicle has already exceeded either the time or mileage limits, this no-cost repair will last through June 2024.

Coverage is automatically transferred to subsequent owners.

**VEHICLES COVERED BY THIS PROGRAM**

Vehicle	Model Year	Assembly Plant	Build Dates
Continental	2017-2020	Flat Rock	November 30, 2015 through March 10, 2020
Super Duty	2017-2020	Kentucky Truck	November 12, 2015 through March 10, 2020
Navigator	2018-2020	Kentucky Truck	March 16, 2017 through January 3, 2020
Aviator	2020	Chicago	October 19, 2018 through January 3, 2020
Explorer	2020	Chicago	October 19, 2018 through January 3, 2020

US population of affected vehicles: 400,660. Affected vehicles are identified in OASIS.

**REASON FOR PROVIDING A NO-COST, ONE-TIME PER CAMERA REPAIR**

In all of the affected vehicles, a front or side camera with a certain inner lens coating may begin to exhibit a foggy or cloudy image that will progressively deteriorate over time with continued exposure to sunlight, potentially resulting in the inability to see the front and/or side view camera image.

**SERVICE ACTION**

If an affected vehicle exhibits this condition as perceived by the owner, dealers are to replace only the individual front and/or side camera(s) displaying a foggy image. This service must be performed at no charge to the vehicle owner.

## **OWNER NOTIFICATION MAILING SCHEDULE**

Owner Letters are expected to be mailed the week of July 10, 2023. Dealers should repair any affected vehicles that experience a foggy front and/or side camera, whether or not the customer has received a letter.

## **ATTACHMENTS**

Attachment I: Administrative Information  
Attachment II: Labor Allowances and Parts Ordering Information  
Attachment III: Technical Information  
Attachment IV: Mobile Service Repair Assessment  
Owner Notification Letters

## **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.

Sincerely,



Stacy L. Balzer

**Customer Satisfaction Program 22M03**

Certain 2017-2020 Model Year Continental and Super Duty, 2018-2020 Navigator, 2020 Aviator, and 2020 Explorer Vehicles  
Replace Front and/or Side Cameras if Foggy

**MOBILE SERVICE REPAIR ASSESSMENT LEVEL**

Ⓢ - Not a Mobile Service Repair

**OASIS ACTIVATION**

OASIS will be activated on June 20, 2023.

**FSA VIN LISTS ACTIVATION**

FSA VIN Lists will not be activated for this service action.

**SOLD VEHICLES**

- Only owners with affected vehicles that exhibit the covered condition will be directed to dealers for repairs.
- Dealers are to prioritize repairs of customer vehicles over repairs of new and used vehicle inventory.

**STOCK VEHICLES**

- Do not perform this program unless the affected vehicle exhibits the covered condition.

**BRANDED / SALVAGED TITLE VEHICLES**

Vehicles with canceled warranties are not eligible for this service action.

**OWNER REFUNDS**

- Ford Motor Company is offering a refund for owner-paid repairs covered by this program if the repair was performed before the date of the Owner Notification Letter. This refund offer expires **January 14, 2024**.
- Dealers are also pre-approved to refund owner-paid emergency repairs that were performed away from an authorized servicing dealer after the date of the Owner Notification Letter. 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 replacing a foggy front and/or side camera.

**RENTAL VEHICLES**

The use of rental vehicles is not approved for this program.

**PICK-UP AND DELIVERY - Participating Dealers**

Dealers participating in the Remote Experience Program:

- Refer to EFC12071, 2023 Remote Experience Program, Pickup & Delivery (PDL) Offset section for additional details.
- All customers affected by this program have the option of complimentary Vehicle Pick-up & Delivery service.

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**LINCOLN PICKUP AND DELIVERY**

Owners of 2017 MY and newer Lincoln vehicles have the option of requesting pickup and delivery service with a Lincoln loaner (up to 2 days), from their dealership. For details, reference EFC12060, 2023 Lincoln Pickup & Delivery Updates.

**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 FSA's / 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.

**CLAIMS PREPARATION AND SUBMISSION**

- **Note:** All repairs for this program should be claimed using the claim entry direction below regardless if the vehicle is still under the New Vehicle Limited Warranty.
  - Service Part Warranty (SPW) and/or Ford/Lincoln Loyalty Plans (ESP) eligible vehicles – Claim repairs to FSA 22M03 if the vehicle is still within time and mileage limits.
- **Claim Entry:** Enter claims using Dealer Management System (DMS) or One Warranty Solution (OWS) online.
  - When entering claims:
    - Claim type 31: Field Service Action
    - Sub Code: 22M03
    - Customer Concern Code (CCC): A71
    - Condition Code (CC): 42
    - Causal Part Number: 19G490, Quantity 0
  - 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.

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- **Lincoln Pickup & Delivery:** Claims for Lincoln Pickup & Delivery with a Lincoln loaner (up to 2 days) should be submitted on a separate line from the FSA. Refer to EFC12060, 2023 Lincoln Pickup & Delivery Updates for details.
- **Refunds:** Submit refunds on a separate repair line.
  - Program Code: 22M03      - 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.
- **Pickup & Delivery:**
  - Dealers participating in the Remote Experience Program –
    - Refer to EFC12071, 2023 Remote Experience Program, Pickup & Delivery (PDL) Offset section for additional details.

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**LABOR ALLOWANCES**

**NOTE:** Camera Replacements are one (1) time repairs per camera and may occur at different times.

Description	Labor Operation	Labor Time
Continental - Replace front camera	22M03B	1.2 Hours
Continental - Replace one side camera	22M03C	0.4 Hours
Continental - Replace both side cameras	22M03D	0.6 Hours
Super Duty – Replace front camera	22M03E	0.5 Hours
Super Duty – Replace one side camera	22M03F	0.3 Hours
Super Duty – Replace both side cameras	22M03G	0.5 Hours
Navigator - Replace front camera	22M03H	1.3 Hours
Navigator - Replace one side camera	22M03J	0.2 Hours
Navigator - Replace both side cameras	22M03K	0.3 Hours
Aviator - Replace front camera	22M03M	1.2 Hours
Aviator - Replace one side camera	22M03N	0.3 Hours
Aviator - Replace both side cameras	22M03P	0.4 Hours
Explorer - Replace front camera	22M03Q	1.0 Hour
Explorer - Replace one side camera	22M03R	0.7 Hours
Explorer - Replace both side cameras	22M03S	1.2 Hours
360 degree camera alignment (Can only be claimed once per repair visit)	22M03T	0.5 Hours

**PARTS REQUIREMENTS / ORDERING INFORMATION**

Part Number	Description	Order Quantity	Claim Quantity
GD9Z-19G490-N	Camera Asy. Front – Continental	1	1
GD9Z-19G490-M	Camera Asy. RH/LH – Continental Side	Up to 2	Up to 2
JL7Z-19G490-E	Camera Asy. Front – Navigator	1	1
JL7Z-19G490-D	Camera Asy. RH/LH – Navigator Side	Up to 2	Up to 2
GD9Z-19G490-N	Camera Asy. Front – Aviator	1	1
GD9Z-19G490-M	Camera Asy. RH/LH – Aviator Side	Up to 2	Up to 2
JL7Z-19G490-D	Camera Asy. Front – Explorer	1	1
GD9Z-19G490-M	Camera Asy. RH/LH – Explorer Side	Up to 2	Up to 2

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

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Replace Front and/or Side Cameras if Foggy

**PARTS REQUIREMENTS / ORDERING INFORMATION****Special Program Part Ordering:**

To place an order for a camera, submit a Special Program order in the DOW system. **SSSC contact is not required to order K-Coded parts on this program.** More information can be found in EFC 10642.

Part Number	Description	Order Quantity	Claim Quantity
HC3Z-19G490-Y	Front camera – Super Duty	1	1
HC3Z-19G490-AB	Side camera – Super Duty	Up to 2	Up to 2

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.

**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<sup>st</sup>, 2021, all parts replaced as part of an FSA repair with a repair order open date of March 1<sup>st</sup>, 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 that 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.).

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- This process is subject to review during warranty audits for FSA repairs with a repair order open date of March 1<sup>st</sup>, 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 2017-2020 MODEL YEAR EXPLORER, SUPER DUTY, AVIATOR,  
CONTINENTAL, AND NAVIGATOR VEHICLES — FRONT AND/OR SIDE VIEW  
CAMERA REPLACEMENT DUE TO A FOGGY IMAGE**

**SERVICE PROCEDURE**

1. Is the customer complaining of a foggy or unclear Front Parking Aid Camera?  
Yes - Replace Front Parking Aid Camera. Follow Workshop Manual (WSM) procedures in Section 413-13B. Continue to Step 2.  
No - Continue to Step 2.
  
2. Is the customer complaining of foggy or unclear Side Parking Aid Camera(s)?  
Yes - Replace the affected Side Parking Aid Camera(s). Follow WSM procedures in Section 413-13B.  
No - Do not replace the Side Parking Aid Camera. Do not continue with this FSA.





L I N C O L N

Lincoln  
P. O. Box 1904  
Dearborn, Michigan 48121

Customer Satisfaction Program 22M03

July 2023

Mr. John Sample  
123 Main Street  
Anywhere, USA 12345

Your Vehicle Identification Number (VIN): 12345678901234567

At Lincoln, we are committed not only to building high-quality, dependable products but also to building a community of happy, satisfied customers. To demonstrate that commitment, we are providing a no-charge Customer Satisfaction Program for your vehicle with the VIN shown above.

**Why are you receiving this notice?**

Although your vehicle's front and side view cameras are likely functioning fine, we are pleased to let you know that, for your peace of mind, Lincoln is providing a one-time repair on each of the front and side view cameras.

**What is the effect?**

This one-time repair of front and/or side view cameras is available for a total of 10 years or 150,000 miles from the warranty start date, whichever occurs first. NOTE: On your vehicle, the image from your front and/or side view camera may become progressively foggy or cloudy over time with continued exposure to sunlight, potentially resulting in the inability to see the front and/or side view camera image.

If your vehicle has already exceeded either time or mileage limits listed above, this one-time repair offer will last through June 2024. Coverage is automatically transferred to subsequent owners.

**What will Lincoln and your retailer do?**

If your vehicle's front and/or side view cameras require replacement due to having a foggy image and your vehicle is within the indicated time/mileage limitations, Lincoln has authorized your retailer to replace the front and/or side view camera free of charge (parts and labor). Each front and side view camera is covered for one replacement due to a foggy image.

**How long will it take?**

If the component mentioned above requires replacement, the time needed for this repair is less than one half day. However, due to service scheduling requirements, your retailer may need your vehicle for a longer period of time.

**What should you do?**

You do not need to return to your retailer for this repair unless you have a front or side view camera with a foggy image. Please keep this letter as a reminder of the one-time per camera repair offer for your front and side view cameras. If your front and/or side view camera requires replacement, and your vehicle is within the indicated time/mileage limitations, contact your retailer to schedule a service appointment. Provide the retailer with the VIN

**What should you do?  
(continued)**

of your vehicle to schedule a service appointment for Customer Satisfaction Program 22M03. The VIN is printed near your name at the beginning of this letter. Your retailer will replace the part at no charge.

Lincoln owners affected by this recall have the option of requesting complimentary Pickup & Delivery service with a Lincoln vehicle for use during service. Please request Lincoln Pickup & Delivery through your retailer if you would like to take advantage of this option.

If you do not already have a servicing retailer, you can access [Lincoln.com/support](https://lincoln.com/support) for retailer addresses, maps, and driving instructions.

NOTE: You can receive information about Recalls and Customer Satisfaction Programs through The Lincoln Way: Lincoln Owner App. The app can be downloaded through the App Store or Google Play. In addition, there are other features such as controlling certain functions on your vehicle (lock or unlock doors, remote start) if it is equipped to allow control.

**Have you previously paid for this repair?**

If you paid to have this service done before the date of this letter, you may be eligible for a refund. Refunds will only be provided for services related to repair description. To verify eligibility and expedite reimbursement, give your paid original receipt to your retailer before **January 2024**. To avoid delays, do not send receipts to Lincoln.

**What if you no longer own this vehicle?**

If you no longer own this vehicle and have an address for the current owner, please forward this letter to the new owner. You received this notice because our records indicate you are the current owner.

**Can we assist you further?**

If you have difficulties getting your vehicle repaired promptly and without charge, please contact your retailer's Service Manager for assistance.

**RETAIL OWNERS:** If you have questions or concerns, please contact our **Customer Relationship Center at 1-866-436-7332** and one of our representatives will be happy to assist you. If you wish to contact Lincoln, contact information is available at [Lincoln.com/support](https://lincoln.com/support).

For the hearing impaired, call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00 AM – 8:00 PM (Eastern Time).

**FLEET OWNERS:** If you have questions or concerns, please contact our **Ford Pro Contact Center at 1-800-34-FLEET**, choose Option #1, and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is [fleet.ford.com](https://fleet.ford.com).

Representatives are available Monday through Friday: 7:00 AM – 11:00 PM and Saturday 7:00 AM – 5:00 PM (Eastern Time).

As part of the Lincoln community, we appreciate your attention to this important matter and your continued loyalty.

Lincoln



Ford Motor Company  
Ford Customer Service Division  
P. O. Box 1904  
Dearborn, Michigan 48121

Customer Satisfaction Program 22M03

Mr. John Sample  
123 Main Street  
Anywhere, USA 12345

July 2023

Your Vehicle Identification Number (VIN): 12345678901234567

At Ford Motor Company, we are committed not only to building high-quality, dependable products but also to building a community of happy, satisfied customers. To demonstrate that commitment, we are providing a no-charge Customer Satisfaction Program for your vehicle with the VIN shown above.

**Why are you receiving this notice?**

Although your vehicle's front and side view cameras are likely functioning fine, we are pleased to let you know that, for your peace of mind, Ford Motor Company is providing a one-time repair on each of the front and side view cameras.

**What is the effect?**

This one-time per camera repair of front and/or side view cameras is available for a total of 10 years or 150,000 miles from the warranty start date, whichever occurs first. NOTE: On your vehicle, the image on your front and/or side view camera may become progressively foggy or cloudy over time with continued exposure to sunlight, potentially resulting in the inability to see the front and/or side view camera image.

If your vehicle has already exceeded either time or mileage limits listed above, this one-time per camera repair offer will last through June 2024. Coverage is automatically transferred to subsequent owners.

**What will Ford and your dealer do?**

If your vehicle's front and/or side view cameras require replacement due to having a foggy image and your vehicle is within the indicated time/mileage limitations, Ford Motor Company has authorized your dealer to replace the front and/or side view camera free of charge (parts and labor). Each front and side view camera is covered for one replacement due to a foggy image.

**How long will it take?**

If the component mentioned above requires replacement, the time needed for this repair is less than one half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

**What should you do?** You do not need to return to your dealer for this repair unless you have a front or side view camera with a foggy image. Please keep this letter as a reminder of the one-time per camera repair offer for your front and side view cameras. If your front and/or side view camera requires replacement, and your vehicle is within the indicated time/mileage limitations, contact your dealer to schedule a service appointment. Provide the dealer with the VIN of your vehicle to schedule a service appointment for Customer Satisfaction Program 22M03. The VIN is printed near your name at the beginning of this letter. Your dealer will replace the part at no charge.

If you do not already have a servicing dealer, you can access [ford.com/support](https://ford.com/support) for dealer addresses, maps, and driving instructions.

NOTE: You can receive information about Recalls and Customer Satisfaction Programs through our FordPass App. The app can be downloaded through the App Store or Google Play. In addition, there are other features such as reserving parking in certain locations and controlling certain functions on your vehicle (lock or unlock doors, remote start) if it is equipped to allow control.

**Have you previously paid for this repair?** If you paid to have this service done before the date of this letter, you may be eligible for a refund. Refunds will only be provided for services related to repair description. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer before **January 2024**. To avoid delays, do not send receipts to Ford Motor Company.

**What if you no longer own this vehicle?** If you no longer own this vehicle and have an address for the current owner, please forward this letter to the new owner. You received this notice because our records indicate that you are the current owner.

**Can we assist you further?** If you have difficulties getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance. **RETAIL OWNERS:** If you have questions or concerns, please contact our **Ford Customer Relationship Center at 1-866-436-7332** and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is [ford.com/support](https://ford.com/support).

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As part of the Ford community, we appreciate your attention to this important matter and your continued loyalty.

Ford Customer Service Division

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### 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 Attachment I 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
-   - Light Mobile Service
-    - Enhanced Mobile Service
-     - Advanced Mobile Service
-  - Wheel and Tire Mobile Service
-  - Not a Mobile Service Repair

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

-  – Mobile Reprogramming
  - 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
  - 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)

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   – Enhanced Mobile Service

- **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

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

 – Wheel and Tire Mobile Service

- Tire Removal from Wheel
- Tire Balancing
- Tire Repair

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

 – Not a Mobile Service Repair

- Large component removal
- BEV Battery Replacement
- Requires a vehicle hoist – to complete the repair (more than inspection)
- Required vehicle alignment
- Requires significant vehicle disassembly
- Repairs greater than 2-3 hours
- Any repairs that require M-Time
- Includes a service procedure where the vehicle owner may be distressed about the state of their vehicle