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 Service Engineering Operations
 Ford Customer Service Division

Ford Motor Company
 PO Box 1904
 Dearborn, Michigan 48121

April 12, 2024

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Customer Satisfaction Program 22M03 – Supplement #1**
 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

REF.: **Customer Satisfaction Program 22M03**
 Dated June 20, 2023

New! REASON FOR THIS SUPPLEMENT

- **Program Terms:** Updated to ensure owners who have exceeded the time or mileage limit before receiving the owner letter have sufficient time to have the service performed.
- **Pick-Up and Delivery:** References to EFCs updated to 2024 versions.
- **Claims Preparation and Submission:** Technician Competency Requirement section added. References to EFCs updated to 2024 versions.

New! 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 **December 31, 2027**.

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: **402,112**. 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.

New! 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. *For new vehicle storage guidelines, refer to EFC13033, Storage Guidelines for New Vehicles.*

OWNER NOTIFICATION MAILING SCHEDULE

Owner Letters were 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.

New! ATTACHMENTS

Attachment I: Administrative Information
Attachment II: Labor Allowances and Parts Ordering Information
Attachment III: Technical Information
Attachment IV: Mobile Service Repair Assessment
Attachment V: Vehicle Pick-up and Delivery Record
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

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MOBILE SERVICE REPAIR ASSESSMENT LEVEL

Ⓢ - Not a Mobile Service Repair

OASIS ACTIVATION

OASIS was 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 **within 6 months of the date on the owner notification letter that was sent.**
- 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.

New! PICK-UP AND DELIVERY - Participating Dealers

Dealers participating in the Remote Experience Program:

- Ford Dealers - *Refer to EFC14125, 2024 Remote Experience Program, Pick-Up & Delivery 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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New! LINCOLN PICKUP AND DELIVERY

Owners of Lincoln vehicles within a 4 year / 50,000-mile warranty have the option of requesting Pick-Up & Delivery service with a Lincoln loaner (up to 2 days), from their dealership. *For details, reference EFC14054, 2024 Lincoln Pick-Up & 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.

New! 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 April 1, 2024. FSA repairs will reject if the repairing technician is not certified in STST Competency 10 FSA. See EFC14251 for more details.*
- **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.

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- **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.
- **Lincoln Pick-Up & Delivery:** Claims for Lincoln Pick-Up & Delivery with a Lincoln loaner (up to 2 days) should be submitted on a separate line from the FSA. *Refer to EFC14054, 2024 Lincoln Pick-Up & 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.
- **Pick-Up & Delivery:**
 - Dealers participating in the Remote Experience Program –
 - *Refer to EFC14125, 2024 Remote Experience Program, Pick-Up & 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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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 1st, 2021, all parts replaced as part of an FSA repair with a repair order open date of March 1st, 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 1st 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.



Ford Motor Company
Ford Customer Service Division
PO Box 1904
Dearborn, Michigan 48121

Customer Satisfaction Program 22M03

Mr. John Sample
123 Main Street
Anywhere, USA 12345

April 2024

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 December 2027. 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 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 front or side camera replacement due to a foggy image. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer within 6 months from the date at the top of this letter. 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. The CRC is open on weekdays from 8:00 AM – 11:00 PM and on Saturday 8:00 AM - 8:00 PM (Eastern Time). TTY/TDD users, please contact the CRC at the number listed using the Telecommunication Relay Service by dialing 711.

If you wish to contact us through the internet, our address is ford.com/support.

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.

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 Ford community, we appreciate your attention to this important matter and your continued loyalty.

Ford Customer Service Division

22M03

VEHICLE PICK-UP AND DELIVERY RECORD

VIN _____ received (check one):

Pick-up and/or delivery service

As outlined below for the 22M03 Field Service Action program.

Pick-up – Date: _____

Delivery – Date: _____

Repair Order #

Repair Order Date

Service Manager Signature

Date