



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

January 2026

Customer Satisfaction Program 25N16

Mr. John Sample
123 Main Street
Anywhere, USA 12345

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.

Why are you receiving this notice?

Please refer to the Safety Recall **25SA9** notification mailed to you. If your vehicle does not require rear view camera replacement as a result of the **25SA9 inspection**, the safety recall will be closed. If your dealer later determines that the rear-view camera requires replacement, Ford Motor Company will provide a **one-time rear view camera replacement**, provided that it occurs within the first fifteen years from the vehicle's warranty start date. This later repair will occur under this Customer Satisfaction Program, **25N16**.

What will Ford and your dealer do?

Under the terms of the 25N16 program, a one-time replacement of the rear-view camera, if required based on dealer inspection, is available for a total of 15 years and unlimited miles from the warranty start date, free of charge (parts and labor). If your vehicle has already exceeded the time limits listed above, this one-time repair offer will last through December 2026.

Coverage is automatically transferred to subsequent owners.

If your vehicle requires a repair under 25N16, parts are now available.

NOTE: If your vehicle's rear view camera has been replaced under Safety Recall 25SA9, this 25N16 program does not apply.

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. In addition, your vehicle will require an inspection to determine if parts need to be ordered.

What should you do?	You do not need to return to your dealer for this repair unless the rear view camera in your vehicle displays a blank or distorted image on the center display screen when the vehicle is in reverse. You may also receive a message that the rear view camera is unavailable on the center display screen. Please keep this letter as a reminder of the one-time repair offer for your rear view camera. If the rear view requires replacement, and your vehicle is within the indicated time limitations, contact your dealer to schedule a service appointment for Customer Satisfaction Program 25N16. 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.
Mobile Service	Ford Mobile Service is offered by participating dealers, contact your dealer for details.
Pick-Up and Delivery	Complimentary vehicle Pick-Up & Delivery service may also be available upon request through participating dealers. Your dealer will pick up your vehicle and return it with the repair completed.
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. If you have questions or concerns, please contact our Ford Recall Assistance Center (RAC) at 1-866-436-7332 and one of our representatives will be happy to assist you. The RAC is open on weekdays from 8:30 AM – 7:00 PM (Eastern Time). TTY/TDD users, please contact the RAC 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.
To view the letter in Spanish	visit: fordtranslatehub.com

Para ver la carta en español

viste: fordtranslatehub.com



Open the QR reader application or the camera on your smartphone. Point it at the QR code, then tap the banner that appears on your device. Follow the instructions on the screen to finish.

Abre la aplicación del lector QR o la cámara de tu smartphone. Apunta al código QR y pulsa el banner que aparece en tu dispositivo. Sigue las instrucciones en pantalla para terminar.

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

Customer Service Division



Ford Motor Company
División de Servicio al Cliente
PO Box 1904
Dearborn, Michigan 48121

Enero 2026

Programa de satisfacción del cliente 25N16

Sr. Juan Pérez
Calle Principal 123
Ciudad, EE. UU. 12345

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El compromiso de Ford Motor Company no es solo fabricar productos confiables y de alta calidad, sino también lograr la plena satisfacción del cliente. Para demostrar este compromiso, le ofrecemos el Programa de satisfacción del cliente sin costo alguno para su vehículo.

¿Por qué recibe este aviso?

Consulte la notificación de Campaña de seguridad **25SA9** que le enviamos por correo.

Si su vehículo no requiere el reemplazo de la cámara de visión trasera como resultado de la **inspección 25SA9**, se cerrará la campaña de seguridad. Si su concesionario determina posteriormente que es necesario reemplazar la cámara de visión trasera, Ford Motor Company proporcionará un reemplazo **único de la cámara de visión trasera**, siempre que esto ocurra dentro de los primeros quince años a partir de la fecha de inicio de la garantía del vehículo. Esta reparación posterior se realizará bajo este Programa de Satisfacción del Cliente, **25N16**.

¿Qué medidas adoptarán Ford y su concesionario?

Según los términos del programa 25N16, está disponible un reemplazo único de la cámara de visión trasera, si es necesario según la inspección del concesionario, por un total de 15 años y millas ilimitadas a partir de la fecha de inicio de la garantía, sin cargo (piezas y mano de obra). Si su vehículo ya ha excedido los límites de tiempo enumerados anteriormente, esta oferta de reparación única durará hasta diciembre de 2026.

La cobertura se transfiere automáticamente a los propietarios posteriores.

Si su vehículo requiere una reparación según 25N16, ahora hay repuestos disponibles.

NOTA: Si la cámara de visión trasera de su vehículo ha sido reemplazada según el retiro de seguridad 25SA9, este programa 25N16 no se aplica.

¿Cuánto tiempo tomará?

Si se debe reemplazar el componente mencionado anteriormente, el tiempo necesario para esta reparación es de menos de medio día. Sin embargo, debido a los requisitos de planificación de servicio, es posible que su distribuidor tarde un poco más. Además, se realizará una inspección del vehículo para determinar si se deben solicitar piezas.

¿Qué debe hacer?

No es necesario que regrese a su concesionario para esta reparación a menos que la cámara de visión trasera de su vehículo muestre una imagen en blanco o distorsionada en la pantalla central cuando el vehículo esté en reversa. También es posible que reciba un mensaje que indique que la cámara de visión trasera no está disponible en la pantalla central. Conserve esta carta como recordatorio de la oferta de reparación única para su cámara de visión trasera. Si fuera necesario reemplazar la cámara trasera y su vehículo se encuentra dentro de los límites de tiempo indicados, comuníquese con su concesionario para programar una cita de servicio para llevar a cabo el Programa de satisfacción del cliente 25N16. Su distribuidor reemplazará las piezas sin costo alguno.

Si aún no tiene un distribuidor para realizar el servicio, puede acceder a ford.com/support para conocer las direcciones de los distribuidores, ver mapas y obtener las instrucciones para llegar.

NOTA: Puede recibir información sobre las campañas y los programas de satisfacción del cliente a través de la aplicación FordPass. La aplicación se puede descargar a través de App Store o Google Play. Adicionalmente, existen otras funciones como reserva de estacionamientos en determinados lugares, además de control de ciertas funciones en el vehículo (bloqueo o desbloqueo de puertas, arranque remoto) si así está equipado para permitir el control.

Servicio móvil

El Servicio móvil de Ford se ofrece a través de los concesionarios que participan, comuníquese con su concesionario para obtener detalles.

Servicio de retiro y entrega

El servicio complementario de retiro y entrega de vehículos también podría estar disponible previa solicitud a través de los concesionarios que participan. Su concesionario retirará el vehículo y lo regresará con la reparación realizada.

¿Qué pasa si ya no es el propietario del vehículo?

Si usted ya no es el propietario del vehículo y tiene la dirección del propietario actual, le solicitamos que le reenvíe esta carta. Recibió este aviso porque nuestros registros indican que es el propietario actual.

¿Podemos hacer algo más por usted?

Si tiene problemas para reparar su vehículo de inmediato y sin costo alguno, comuníquese con el Gerente de Servicio de su concesionario para solicitar ayuda.

si tiene dudas o preguntas, comuníquese con nuestro **Centro de Asistencia de Campañas Ford (RAC) al 1-866-436-7332** y uno de nuestros representantes con gusto lo atenderá. El RAC está abierto de lunes a viernes de 8:30 a. m. a 7:00 p. m. (hora del este). Si es usuario de TTY/TDD, comuníquese con el RAC al número que se menciona, mediante el servicio de retransmisión de telecomunicaciones, para esto, marque el 711.

Si desea contactarnos a través de Internet, nuestra dirección es ford.com/support.

Para ver la carta en español en línea.

visite: fordtranslatehub.com



Abra la aplicación de lector de QR o la cámara de su smartphone. Apunte al código QR y luego toque el aviso que aparece en su dispositivo. Siga las instrucciones en la pantalla para finalizar.

Como parte de la comunidad Ford, agradecemos su atención en este asunto sumamente importante y su lealtad.

División de Servicio al Cliente



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: **Customer Satisfaction Program 25N16**
Certain 2015-2020 Model Year Multiple Vehicle Lines
Rear View Camera Inspection For One-Time Replacement

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

PROGRAM TERMS

This program provides a no-cost one-time repair (if needed) to the rear view camera for 15 years of service from the warranty start date of the vehicle.

This is a one-time repair program.

If a vehicle has already exceeded either the time or mileage limits, this no-cost, one-time repair will last through December 31, 2026.

Coverage is automatically transferred to subsequent owners.

AFFECTED VEHICLES (U.S. Population Of Affected Vehicles 73,400):

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.

REASON FOR PROVIDING A NO-COST, ONE-TIME REPAIR

On some of the affected vehicles, customers may experience a blank or distorted image on the center display screen when the vehicle is in reverse.

SERVICE ACTION

REQUIREMENT: Safety Recall **25SA9** must be **completed** prior to proceeding with this program. If the rear view camera is replaced under 25SA9, this program does NOT apply.

If an affected vehicle exhibits a blank or distorted image on the center display screen when the vehicle is in reverse, 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.

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.

FSA PROGRAM OPTIONS

Program Option	Eligibility	Comments
Mobile Repair	No	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, and if applicable, Labor Allowances table below.
Owner Refunds	No	See Owner Refunds section below, if applicable.
Photo Submission	No	See Repair Photo Submission section below, if applicable.

Note: For further information on certain Program Options above, see the corresponding section within the FSA Policy Document.

OWNER NOTIFICATION MAILING SCHEDULE

Owner Letters are expected to be mailed the week of January 5, 2026 or before. Dealers should repair any affected vehicles that exhibit an improperly functioning rear view camera, whether or not the customer has received a letter.

ATTACHMENTS

- Technical Instructions
- Owner Notification Letters
- Vehicle Pickup & Delivery Record

REFERENCE MATERIAL

- Warranty & Policy Manual (located on FMCDDealer Warranty Portal Page):
www.fmcdealer.dealerconnection.com/content/fmcdealer/us/en/parts_service/wty.html
- FSA Policy Document (located on FMCDDealer 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.

Customer Service Division

Customer Satisfaction Program 25N16**MOBILE SERVICE REPAIR ASSESSMENT LEVEL**

- Not a Mobile Service Repair

OASIS ACTIVATION

OASIS will be activated on December 22, 2025.

FSA VIN LISTS ACTIVATION

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

SOLD & STOCK VEHICLES

- For more information regarding dealership obligations to identify and repair sold and stock vehicles, consult Ford's Policy Document For Field Service Actions, which can be found in the FSA Landing page on PTS.

BRANDED / SALVAGED TITLE VEHICLES

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

OWNER REFUNDS

Refunds are not approved for this program.

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 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.

Customer Satisfaction Program 25N16

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.
 - **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 **25N16** 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: **25N16**
 - Customer Concern Code (CCC): **A71** - Front/Rear or 360 Camera
 - Condition Code (CC): **42** - Does Not Operate Properly
 - 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.

Customer Satisfaction Program 25N16

LABOR ALLOWANCES

REQUIREMENT: Safety Recall **25SA9** must be **completed** prior to proceeding with this program. If the rear view camera is replaced under 25SA9, this program does NOT apply.

Description	Labor Operation	Labor Time Hours
<u>Mustang</u> Inspection FAIL – Replace Rear View Camera - Includes DTC and symptom check, and checking voltage and ground to the camera This labor operation closes the FSA	25N16B	0.5 Hours
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.	25N16PP	0.5 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

REQUIREMENT: Safety Recall **25SA9** must be **completed** prior to proceeding with this program. If the rear view camera is replaced under 25SA9, this program does NOT apply.

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 $\overline{V}$	Chassis Ground

- Is the voltage greater than 11 volts?

YES - Proceed to Step 7.

NO - This FSA does not apply. Follow normal WSM diagnostics to diagnose the concern.

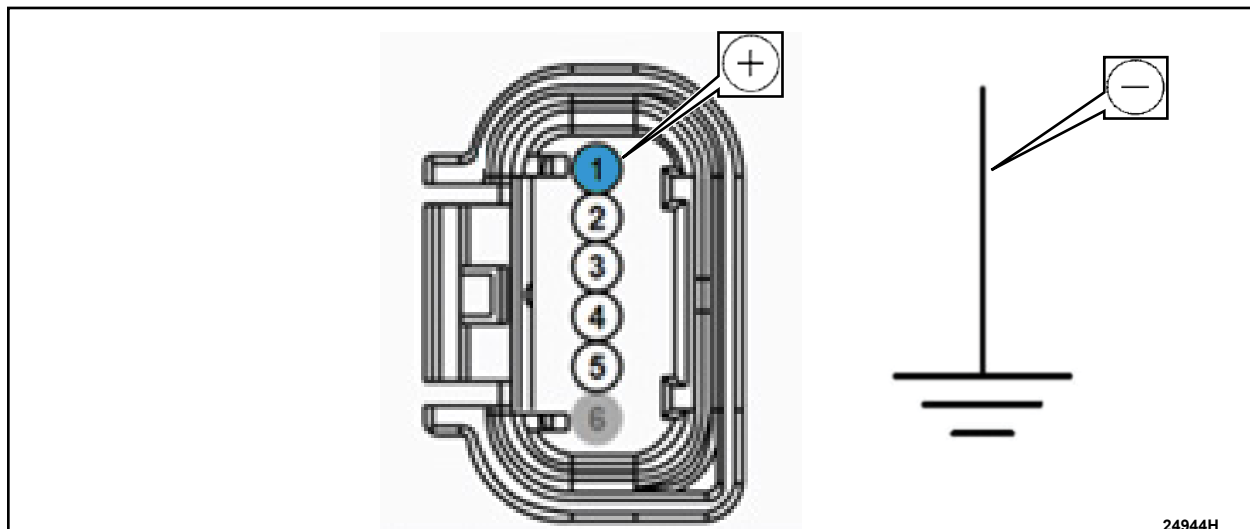


FIGURE 1



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 $\overline{V}$	Pin 5

- Is the voltage greater than 11 volts?

YES - Proceed to Step 8.

NO - This FSA does not apply. Follow normal WSM diagnostics to diagnose the concern.

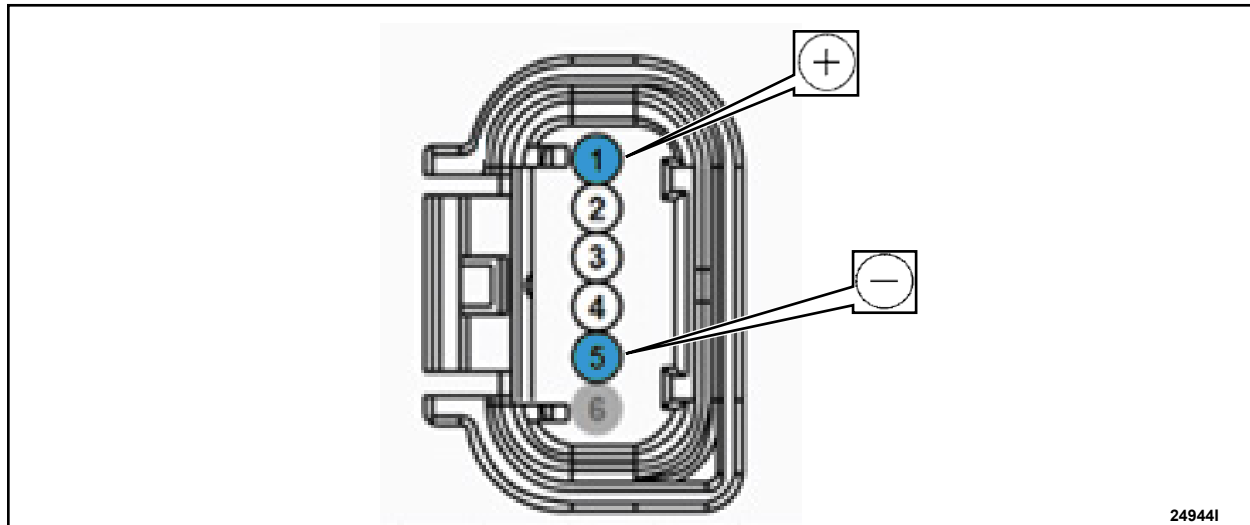


FIGURE 2



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.

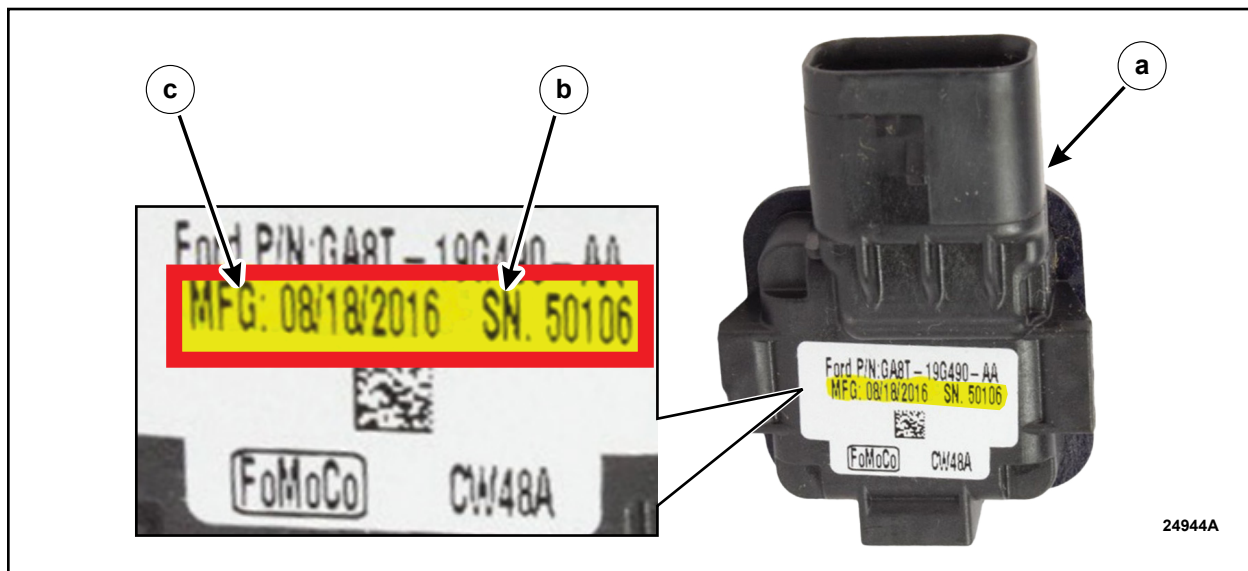


FIGURE 3

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.



Customer Satisfaction Program 25N16
Vehicle Pickup and Delivery Record

VIN _____ received (check one):

☐ Pickup and/or delivery service

As outlined below for the 25N16 Field Service Action program.

☐ Pickup – Date: _____

☐ Delivery – Date: _____

Repair Order #

Repair Order Date

Service Manager Signature

Date