



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

April 2026

Customer Satisfaction Program 25N15

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 **25S89** notification mailed to you. If your vehicle does not require rear view camera replacement as a result of the **25S89 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, **25N15**.

What will Ford and your dealer do?

If your vehicle requires a repair under 25N15, parts are available.

Under the terms of the 25N15 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. If your vehicle has already exceeded the time limits listed above, this one-time repair offer will be available through December 2026.

Coverage is automatically transferred to subsequent owners.

NOTE: If your vehicle's rear view camera has been replaced under Safety Recall 25S89, this 25N15 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 camera requires replacement, and your vehicle is within the indicated time limitations, contact your dealer to schedule a service appointment for Customer Satisfaction Program 25N15. 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 under certain conditions, contact your dealer for details.
Pickup and Delivery	Complimentary vehicle Pickup & 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 or lessee.
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. MOTORHOME OWNERS: If you have questions or concerns, please contact our Motorhome Customer Assistance Center toll-free at 1-800-444-3311. Representatives are available 24 hours a day.
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

Abril 2026

Programa de satisfacción del cliente 25N15

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

12345678901234567

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 **25S89** que le enviamos por correo. Si su vehículo no requiere el reemplazo de la cámara de visión trasera como resultado de la **inspección 25S89**, 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, **25N15**.

¿Qué medidas adoptarán Ford y su concesionario?

Si su vehículo requiere una reparación asociada a 25N15, las piezas ya están disponibles.

Según los términos del programa 25N15, está disponible un reemplazo único de la cámara trasera, si fuera necesario, tras la inspección del concesionario, durante un total de 15 años y millaje ilimitado a partir de la fecha de inicio de la garantía, sin costo alguno. Si su vehículo ha excedido los límites de tiempo antes mencionados, esta oferta de reparación única estará disponible hasta diciembre de 2026.

La cobertura se transfiere automáticamente a los siguientes propietarios.

NOTA: Si la cámara de visión trasera de su vehículo ha sido reemplazada según el retiro de seguridad 25S89, este programa 25N15 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 concesionario 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 con el fin de programar una cita de servicio para llevar a cabo el Programa de satisfacción del cliente 25N15. Su distribuidor reemplazará las piezas sin costo alguno.

Si aún no tiene un concesionario para realizar el servicio, puede acceder a ford.com/support para conocer las direcciones de los concesionarios, 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 participantes bajo ciertas condiciones; comuníquese con su concesionario para obtener detalles.

Servicio de retiro y entrega

El servicio gratuito 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 o arrendatario 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 comunicarse con nosotros a través de Internet, nuestra dirección es ford.com/support.

**¿Podemos hacer algo
más por usted?
(continuación)**

PROPIETARIOS DE CASAS RODANTES: Si tiene dudas o preguntas, comuníquese con nuestro **Centro de asistencia a clientes de casas rodantes sin costo alguno al 1-800-444-3311**. Los representantes se encuentran disponibles las 24 horas del día.

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

April 20, 2026

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Customer Satisfaction Program 25N15 - Supplement #1**
Certain 2015-2019 Model Year Multiple Vehicle Lines
Rear View Camera Inspection For One-Time Replacement

REF: **Customer Satisfaction Program 25N15**
Dated: December 22, 2025

NEW VEHICLE DEMONSTRATION / DELIVERY HOLD
Safety Recall 25S89
Dated: December 22, 2025

New! REASON FOR THIS SUPPLEMENT

- **Affected Vehicles:** All vehicles now have labor, parts, and repair procedures available
- **Owner Notification Mailing Schedule:** Updated mailing schedule for Phase 2 Letters
- **Mobile Repair:** Conditional availability
- **Labor Allowances:** Labor codes including mobile repairs are now available for all vehicles
- **Parts Requirements:** Parts are now available for all vehicles
- **Technical Instructions:** Repair procedures are available for all vehicles with clarifications
- **Owner Notification Letters:** Remedy available letters available for Phase 2 vehicles

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.

Coverage is automatically transferred to subsequent owners.

New! AFFECTED VEHICLES (U.S. Population of Affected Vehicles 1,454,380)

NOTE: All vehicles have labor, parts, and repair procedures available.

Vehicle	Model Year	Assembly Plant	Build Date Range
Econoline	2017-2019	Ohio Assembly	January 21, 2016 through December 21, 2018
Edge	2015-2018	Oakville	June 25, 2014 through September 04, 2018
Expedition	2015-2017	Kentucky Truck	March 01, 2015 through June 30, 2017
MKC	2015-2019	Louisville	February 04, 2015 through December 23, 2018
Mustang	2015-2019	Flat Rock	February 20, 2015 through December 20, 2018
Navigator	2015-2017	Kentucky Truck	March 09, 2015 through June 30, 2017
Ranger	2019	Michigan Assembly	June 04, 2018 through December 21, 2018

Continued on the next page.

New! AFFECTED VEHICLES (continued)

NOTE: All vehicles have labor, parts, and repair procedures available.

Vehicle	Model Year	Assembly Plant	Build Date Range
<i>Super Duty</i>	<i>2015-2016</i>	<i>Kentucky Truck</i>	<i>March 01, 2015 through July 3, 2016</i>
Super Duty	2017-2019	Kentucky Truck	October 8, 2015 through December 23, 2018
Super Duty	2017-2019	Ohio Assembly	April 26, 2016 through December 21, 2018
Transit	2016-2019	Kansas City	July 30, 2015 through December 21, 2018
<i>Transit Connect</i>	<i>2015-2018</i>	<i>Valencia</i>	<i>August 01, 2014 through July 31, 2018</i>

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.

New! SERVICE ACTION

NOTE: Labor, parts, and repair procedures are available for all vehicles.

REQUIREMENT: Safety Recall **25S89** must be **completed** prior to proceeding with this program. If the rear view camera is replaced under 25S89, 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.

New! FSA PROGRAM OPTIONS

Program Option	Eligibility	Comments
Mobile Repair	<i>Conditional</i>	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 Towing section below, if applicable.
Essential Special Service Tools (ESST)	No	See Technical Instructions and/or Workshop Manual (WSM) as needed.

FSA PROGRAM OPTIONS (continued)

Program Option	Eligibility	Comments
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.

New! OWNER NOTIFICATION MAILING SCHEDULE

NOTE: *All of the affected vehicles have a service remedy available.*

- Phase 1 - Owners of Econoline, Mustang, Navigator, Ranger, 2017-2019 Super Duty, and Transit vehicles were mailed the week of January 5, 2026 or before.
- Phase 2 - Owners of Edge, Expedition, MKC, 2015-2016 Super Duty, and Transit Connect vehicles will be mailed *starting the week of April 20, 2026.*

New! ATTACHMENTS

- *Technical Instructions*
- *Owner Notification Letters*
- *Mobile Repair/Vehicle Pickup & Delivery Record*

REFERENCE MATERIAL

- Warranty & Policy Manual (located on FMCD dealer Warranty Portal Page):
www.fmcdealer.dealerconnection.com/content/fmcdealer/us/en/parts_service/wty.html
- FSA Policy Document (located on FMCD dealer 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 25N15 - Supplement #1**New! MOBILE SERVICE REPAIR ASSESSMENT LEVEL**

- *Conditional: Vehicle must have a consistent rear view camera symptom identified by the customer to apply – reference Technical Instructions page 2, Step 4 for symptoms.*
- *Arrange for a mobile repair at the owner's location.*
- *All Vehicles Affected.*
-   - *Light Mobile Service (MRA2)*

OASIS ACTIVATION

OASIS was activated on December 22, 2025.

FSA VIN LISTS ACTIVATION

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

SOLD & IN-STOCK VEHICLES

- For more information regarding dealership obligations to identify and repair sold and in-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.

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.
- This program is exempt from the Software Verification Approval Code Requirement.
- **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 25N15 if the vehicle is still within time and mileage limits.

Customer Satisfaction Program 25N15 - **Supplement #1****CLAIMS PREPARATION AND SUBMISSION** (continued)

- **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: **25N15**
 - Customer Concern Code (CCC): **A71** - Front/Rear or 360 Camera
 - Condition Code (CC): **42** - Does Not Operate Properly
 - Causal Part Number: **19G490**, Quantity: **0**
 - If other services are requested on the same RO, please complete them. Once they are completed, and if the customer elects to take delivery of their vehicle while waiting for parts to arrive to complete this program, dealers should close the repair order. Reference to W&P manual section 1.3.09 for detailed information associated with these applicable process steps.
 - 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 25N15 - **Supplement #1**

New! LABOR ALLOWANCES

REQUIREMENT: Safety Recall **25S89** must be **completed** prior to proceeding with this program. If the rear view camera is replaced under 25S89, this program does NOT apply.

Note: *Only one labor operation may be claimed from this table. (Additional supplemental labor operations may be claimed from the Supplemental Labor Allowances table.)*

Description	Labor Operation	Labor Time Hours
Inspection FAIL – Replace Rear View Camera <u>Includes</u> DTC and symptom check, and checking voltage and ground to the camera Labor operations B - J close the FSA CANNOT be combined with any other single letter code operation		
Mustang	25N15B	0.5
Transit	25N15C	0.6
Edge , Navigator, 2017-2019 Super Duty Pickup	25N15D	0.7
Ranger Pickup <i>or 2015 - 2016 Super Duty</i>	25N15E	0.4
Chassis Cab / Cutaway vehicles with Prep Kit-Type Cameras (Econoline, Super Duty, Ranger)	25N15F	0.4
Expedition	25N15G	0.7
MKC	25N15H	0.8
Transit Connect	25N15J	0.5

New! SUPPLEMENTAL LABOR ALLOWANCES

- Labor Operation Codes that DO NOT close the FSA

Note: Claim any relevant supplemental labor operations in addition to the primary labor operation.

<u>Mobile Service and Pickup & Delivery Allowances</u>		
Mobile Service: CONDITIONAL – Vehicle must have a consistent rear view camera symptom identified by the customer to apply. This allowance is only for <u>non-eligible</u> 2025 Remote Experience Program Dealers. <i>Can be used when the repair takes place away from the dealership.</i> <i>If Additional Time is Required Due to Travel, Please Submit an SSSC Approval Form.</i> Cannot be claimed with 25N15LL or 25N15PP	25N15MM	0.5

Customer Satisfaction Program 25N15 - **Supplement #1**

New! SUPPLEMENTAL LABOR ALLOWANCES

- Labor Operation Codes that DO NOT close the FSA

Note: Claim any relevant supplemental labor operations in addition to the primary labor operation.

Lincoln Vehicle Pickup & Delivery Allowance: This allowance is only for <u>non-eligible</u> 2025 Remote Experience Program Dealers AND vehicles outside of Lincoln Pick-Up & Delivery contract coverage (4 years/50,000 miles). NOTE: This allowance is for dealer-performed vehicle Pickup & Delivery for dealership repairs only. Can only be claimed once, regardless of outstanding FSAs repaired. Cannot be claimed with <i>25N15MM</i> or 25N15PP	25N15LL	0.5
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. Cannot be claimed with <i>25N15MM</i> or 25N15LL	25N15PP	0.5

New! PARTS REQUIREMENTS / ORDERING INFORMATION

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
HC3Z-19G490-AA	1	1	1	ECONOLINE - Prep Kit Rear View Camera
<i>F2GZ-19G490-A</i>	<i>1</i>	<i>1</i>	<i>1</i>	<i>EDGE - Rear View Camera</i>
<i>FL1Z-19G490-B</i>	<i>1</i>	<i>1</i>	<i>1</i>	<i>EXPEDITION - Rear View Camera</i>
<i>EJ7Z-19G490-A</i>	<i>1</i>	<i>1</i>	<i>1</i>	<i>MKC - Rear View Camera</i>
FR3Z-19G490-A	1	1	1	MUSTANG - Rear View Camera
FL7Z-19G490-B	1	1	1	NAVIGATOR - Rear View Camera
KB3Z-19G490-B	1	1	1	RANGER - Fixed Rear View Camera
JC3Z-19G490-E	1	1	1	RANGER CHASSIS CAB - Prep Kit Rear View Camera
JK4Z-19G490-C	1	1	1	TRANSIT - Prep Kit Rear View Camera
<i>FC3Z-19G490-B</i>	<i>1</i>	<i>1</i>	<i>1</i>	<i>2015 SUPER DUTY - Rear View Camera</i>
<i>GC3Z-19G490-B</i>	<i>1</i>	<i>1</i>	<i>1</i>	<i>2016 SUPER DUTY - Rear View Camera</i>
<i>CL3Z-9942528-B</i>	<i>1</i>	<i>1</i>	<i>1</i>	<i>2016 SUPER DUTY - Ford Oval Tailgate</i>
<i>JK4Z-19G490-C</i>	<i>1</i>	<i>1</i>	<i>1</i>	<i>2016 SUPER DUTY CHASSIS CAB - Prep Kit Rear View Camera</i>

Customer Satisfaction Program 25N15 - **Supplement #1**

Continued on the next page.

New! PARTS REQUIREMENTS / ORDERING INFORMATION (continued)

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
JC3Z-19G490-E	1	1	1	2017-2019 SUPER DUTY CHASSIS CAB - Prep Kit Rear View Camera
<i>DT1Z-19G490-C</i>	<i>1</i>	<i>1</i>	<i>1</i>	<i>2015 TRANSIT CONNECT - Rear View Camera - Liftgate OR Hinged rear doors</i>
<i>FT1Z-19G490-C</i>	<i>1</i>	<i>1</i>	<i>1</i>	<i>2016 - 2018 - To: May 28, 2018 build TRANSIT CONNECT - 3KAB + A6KAB Rear View Camera Dual rear cargo door-HINGED</i>
<i>FT1Z-19G490-D</i>	<i>1</i>	<i>1</i>	<i>1</i>	<i>2016-2018 To: May 28, 2018 build TRANSIT CONNECT - J3KAB + 6KAC Rear View Camera Rear Cargo Door-LIFTGATE</i>
<i>KT1Z-19G490-H</i>	<i>1</i>	<i>1</i>	<i>1</i>	<i>2018 - From: May 28, 2018 build TRANSIT CONNECT - J3KAB + A6KAB Rear View Camera Dual Rear Cargo Door-HINGED</i>
<i>KT1Z-19G490-G</i>	<i>1</i>	<i>1</i>	<i>1</i>	<i>2018 - From: May 28, 2018 build TRANSIT CONNECT - J3KAB + A6KAC Rear View Camera Rear Cargo Door-LIFTGATE</i>

PARTS REQUIREMENTS / ORDERING INFORMATION (continued)

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

Less than 10% of the affected vehicle population is expected to require a rear view camera replacement.

If other services are requested on the same RO, please complete them. Once they are completed, and if the customer elects to take delivery of their vehicle while waiting for parts to arrive to complete this program, dealers should close the repair order. Reference to W&P manual section 1.3.09 for detailed information associated with these applicable process steps.

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.

Customer Satisfaction Program 25N15 - *Supplement #1*

REPLACED FSA PARTS INSPECTION AND SIGN OFF

Please refer to the FSA Policy Document for any and all questions on parts.

CERTAIN 2015-2019 MODEL YEAR MULTIPLE VEHICLE LINES — REAR VIEW CAMERA INSPECTION FOR ONE-TIME REPLACEMENT

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.

NEW ! SERVICE PROCEDURE

***NOTE:** Repair procedures are available for all vehicles.*

***REQUIREMENT:** Safety Recall 25S89 must be completed prior to proceeding with this program. If the rear view camera is replaced under 25S89 this program does **NOT** apply.*

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. Turn on ignition/run power (key on) and place the vehicle in 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 FSA does not apply.

5. Turn off ignition/power (key off) and **disconnect** rear parking aid camera / video camera connector for inspection.

- For chassis cab / cutaway vehicles with prep kit cameras, see Figure 1.
 - Then continue to next page.
- For all other vehicles follow the Workshop Manual (WSM) procedures in Section 413-13.
 - Then continue to next page.

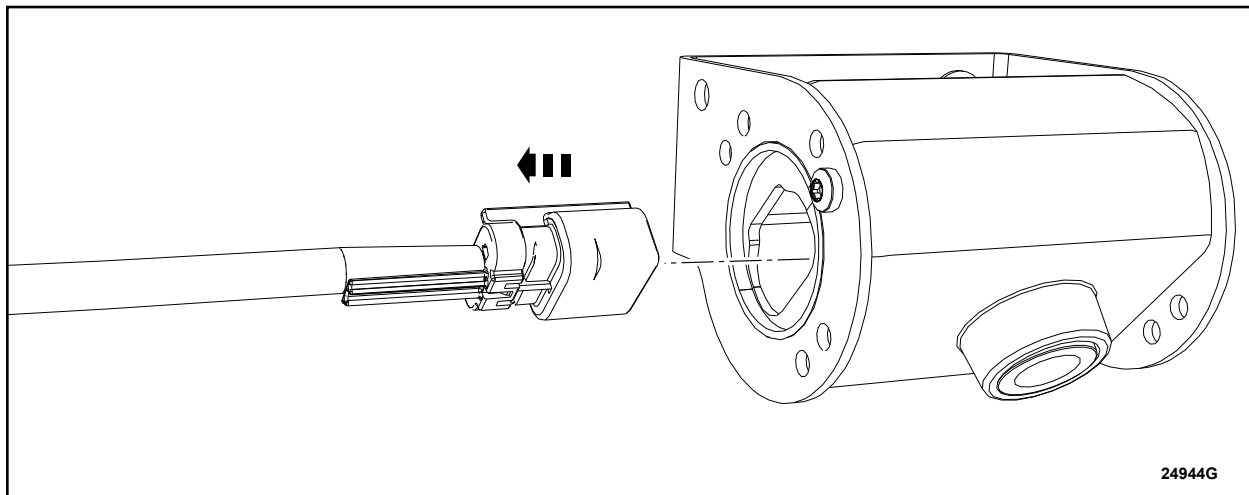


FIGURE 1



6. Check the voltage to the rear parking aid camera / video camera connector. See Figure 2.

- Turn on engine/run power (key 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.

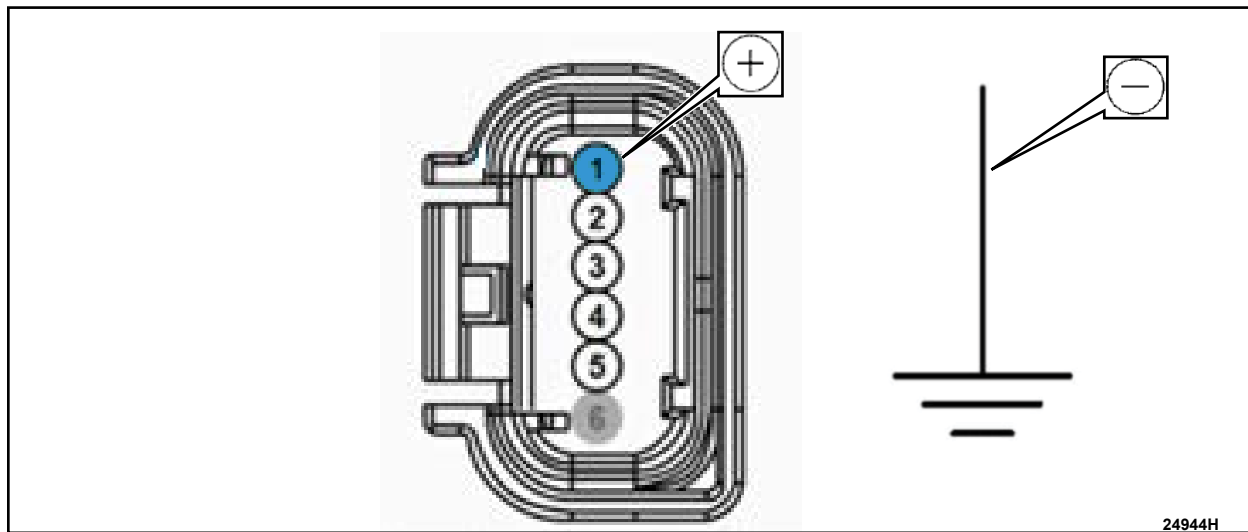


FIGURE 2



7. Check the ground to the rear parking aid camera / video camera connector. See Figure 3.

- 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.

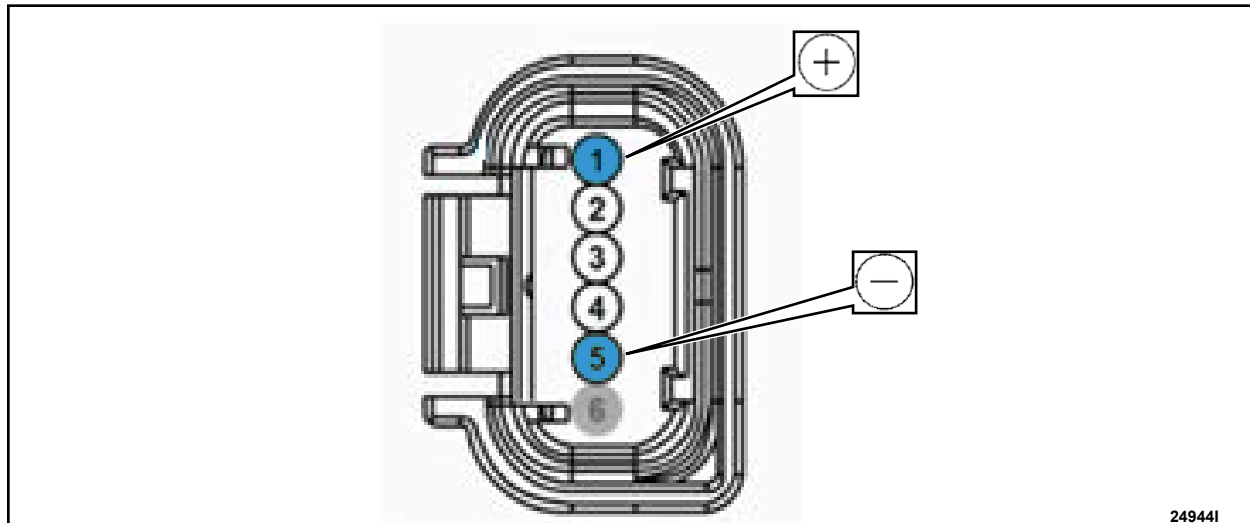


FIGURE 3



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 4.

- a. New Camera.
- b. Serial Number.
- c. Manufacture Date.

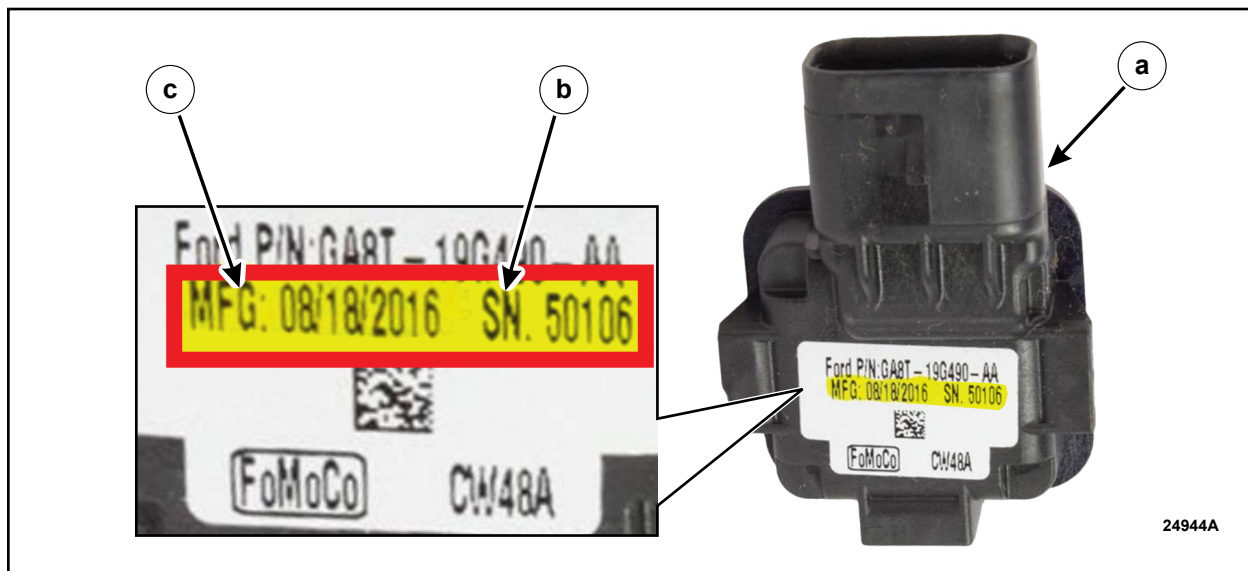


FIGURE 4

9. Replace the rear parking aid camera / video camera.

- For chassis cab / cutaway vehicles with prep kit type cameras, proceed to Page 6.
- For all other vehicles, follow the Workshop Manual (WSM) procedures in Section 413-13.

10. Proceed to **Re-Check Camera Operation** procedure on Page 9.



Chassis Cab / Cutaway Vehicles with Prep Kit Type Cameras - Camera Replacement

NOTE: The location of the rear parking aid camera / video camera may vary depending on the upfit.

1. Locate the rear parking aid camera / video camera. See Figure 5.



FIGURE 5

2. Disconnect the electrical connector and position the wire harness aside. See Figure 6.

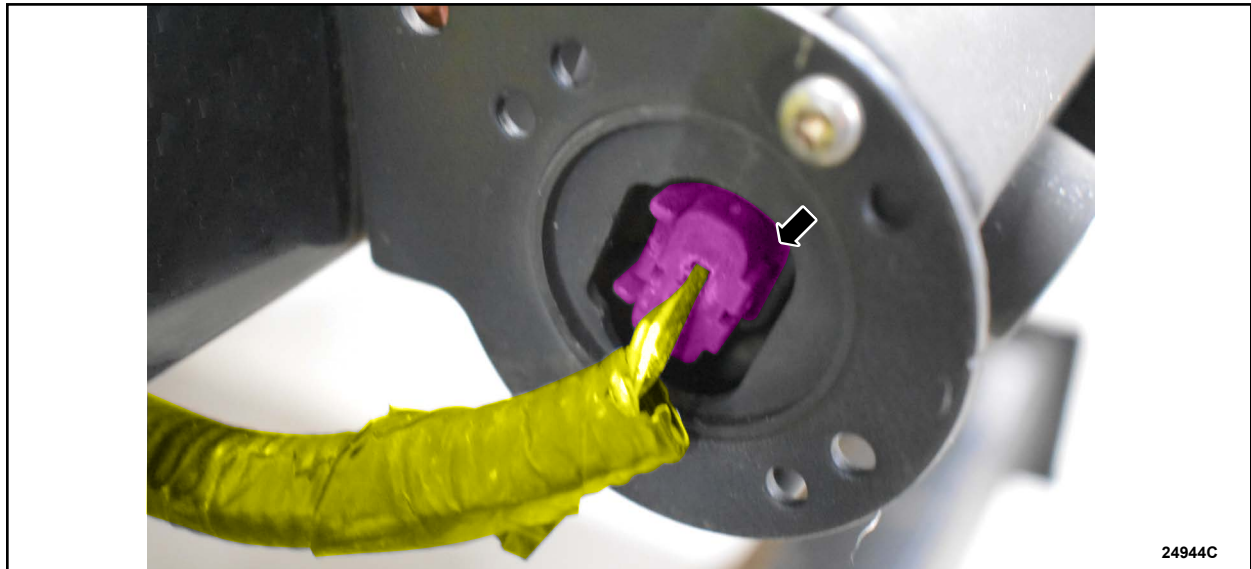


FIGURE 6



3. Remove the mounting screws. See Figure 7.

- Torque: 0.7 Nm (6.19 lb.in)

NOTE: Right hand (RH) side shown, Left hand (LH) similar.



FIGURE 7

4. Remove the case screws. See Figure 8.

- Torque: 0.8 Nm (7.08 lb.in)

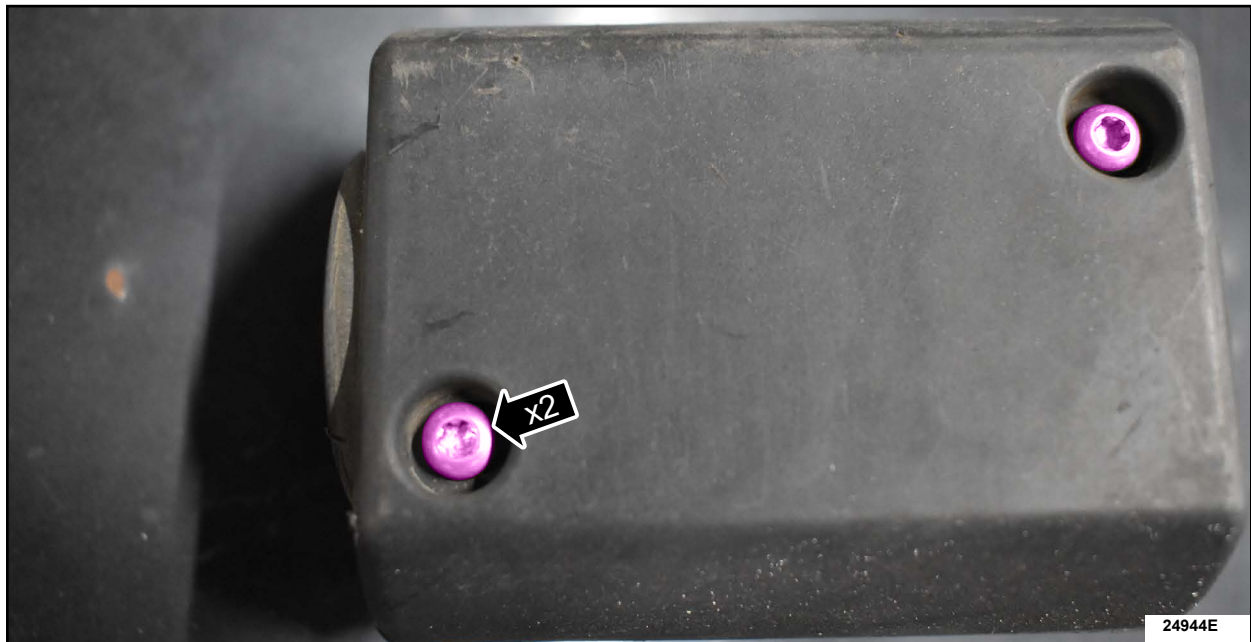


FIGURE 8



5. Remove the rear parking aid camera / video camera. See Figure 9.

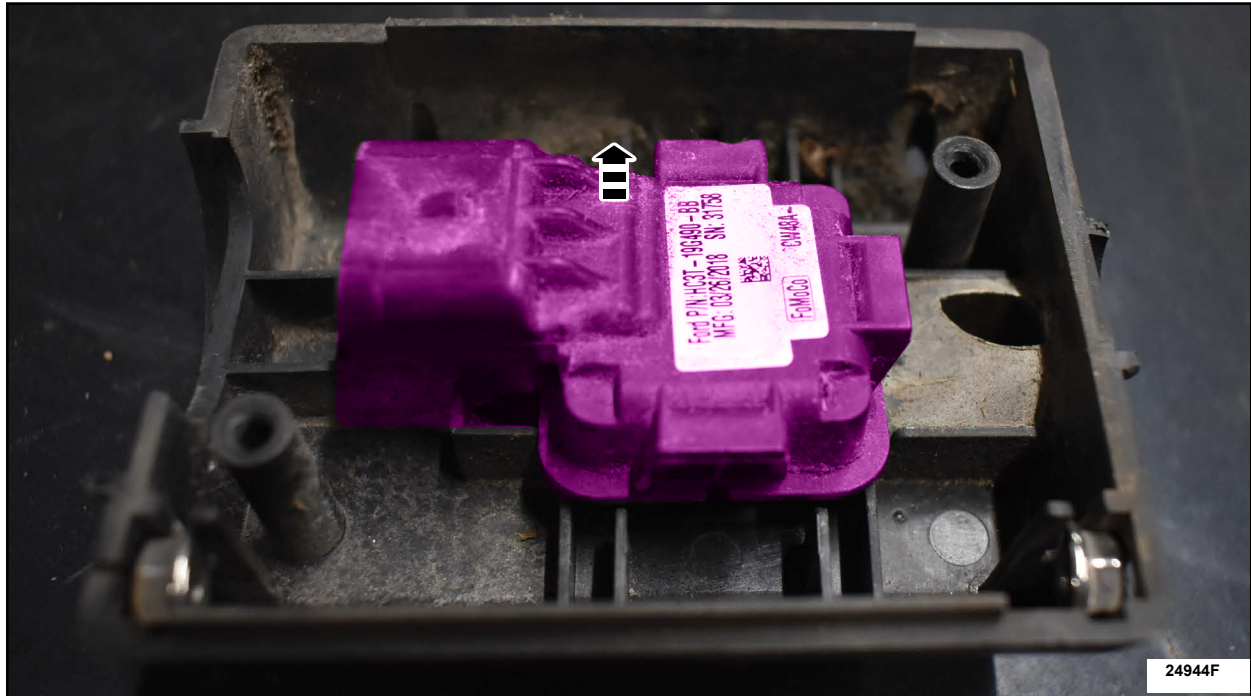


FIGURE 9

6. Install the *new* rear parking aid camera / video camera by reversing the removal process.

Super Duty/Ranger Chassis Cab / Cutaway Vehicles With Prep Kit-Type Cameras

7. Using a diagnostic scan tool, following the on screen instructions for the **LIN New Module Initialization - Body Control Module (BCM)** configure the **BCM**.

8. Proceed to **Re-Check Camera Operation** procedure on Page 9.



Re-Check Camera Operation - *Only if camera is replaced*

1. Using a scan tool, clear DTCs.

2. Check the rear parking aid camera / video camera operation.

- a. Turn on ignition/run power (key on) and 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.



Safety Recall 25N15
Mobile Repair / Vehicle Pickup and Delivery Record

VIN _____ received (check one):

- ☐ Mobile Repair
- ☐ Pickup and/or delivery service

As outlined below for the 25N15 Field Service Action program.

☐ Mobile Repair – Date: _____

OR

☐ Pickup – Date: _____

☐ Delivery – Date: _____

Repair Order #

Repair Order Date

Service Manager Signature

Date



Lincoln
PO Box 1904
Dearborn, Michigan 48121

Customer Satisfaction Program 25N15

April 2026

Mr. John Sample
123 Main Street
Anywhere, USA 12345

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.

Why are you receiving this notice?

Please refer to the Safety Recall **25S89** notification mailed to you. If your vehicle does not require rear view camera replacement as a result of the **25S89 inspection**, the safety recall will be closed. If your retailer later determines that the rear view camera requires replacement, Lincoln 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, **25N15**.

What will Lincoln and your retailer do?

If your vehicle requires a repair under 25N15, parts are now available.

Under the terms of the 25N15 program, a one-time replacement of the rear view camera, if required based on retailer inspection, is available for a total of 15 years and unlimited miles from the warranty start date, free of charge. If your vehicle has already exceeded the time limits listed above, this one-time repair offer will be available through December 2026.

Coverage is automatically transferred to subsequent owners.

NOTE: If your vehicle's rear view camera has been replaced under Safety Recall 25S89, this 25N15 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 retailer 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 retailer 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 camera requires replacement, and your vehicle is within the indicated time/mileage limitations, contact your

What should you do? (continued)

retailer to schedule a service appointment for Customer Satisfaction Program 25N15. Your retailer will replace the part at no charge.

If you do not already have a servicing retailer, you can access lincoln.com/support for retailer addresses, maps, and driving instructions.

NOTE: You can receive information about Recalls and Customer Satisfaction Programs through The Lincoln: 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.

Mobile Service

Lincoln Mobile Service is offered by participating retailers under certain conditions, contact your retailer for details.

Pickup and Delivery

Complimentary vehicle Pickup & Delivery service may also be available upon request from your retailer. Your retailer 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 you are the current owner or lessee.

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.

If you have questions or concerns, please contact our **Lincoln 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 lincoln.com/support.

To view the letter in Spanish

visit: lincolntranslatehub.com

Para ver la carta en español

viste: lincolntranslatehub.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 Lincoln community, we appreciate your attention to this important matter and your continued loyalty.

Lincoln



Lincoln
PO Box 1904
Dearborn, Michigan 48121

Programa de satisfacción del cliente 25N15

Abril 2026

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

12345678901234567

En Lincoln, el compromiso 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 **25S89** que le enviamos por correo. Si su vehículo no requiere el reemplazo de la cámara de visión trasera como resultado de la **inspección 25S89**, se cerrará la campaña de seguridad. Si su vendedor determina posteriormente que es necesario reemplazar la cámara de visión trasera, Lincoln 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, **25N15**.

¿Qué harán Lincoln y su minorista?

Si su vehículo requiere una reparación asociada a 25N15, las piezas ya están disponibles.

Según los términos del programa 25N15, está disponible un reemplazo único de la cámara trasera, si fuera necesario, tras la inspección del minorista, durante un total de 15 años y millaje ilimitado a partir de la fecha de inicio de la garantía, sin costo alguno. Si su vehículo ha excedido los límites de tiempo antes mencionados, esta oferta de reparación única estará disponible hasta diciembre de 2026.

La cobertura se transfiere automáticamente a los siguientes propietarios.

NOTA: Si la cámara de visión trasera de su vehículo ha sido reemplazada según el retiro de seguridad 25S89, este programa 25N15 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 minorista 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 minorista 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

**¿Qué debe hacer?
(continuación)**

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 es necesario reemplazar la cámara trasera y su vehículo está dentro de los límites de tiempo/millaje indicados, comuníquese con su minorista para programar una cita de servicio para llevar a cabo el Programa de satisfacción del cliente 25N15. Su minorista reemplazará las piezas sin costo alguno.

Si aún no tiene un minorista para realizar el servicio, puede acceder a Lincoln.com/support para conocer las direcciones de los minoristas, 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 Lincoln Owner. La aplicación se puede descargar a través de App Store o Google Play. Adicionalmente, existen otras características, como control de ciertas funciones en el vehículo (bloqueo o desbloqueo de puertas, arranque remoto) si está equipado para permitir el control.

Servicio móvil

El servicio Lincoln Mobile se ofrece a través de los minorista participantes bajo ciertas condiciones; comuníquese con su minorista para obtener detalles.

Servicio de retiro y entrega

El servicio gratuito de retiro y entrega de vehículos también podría estar disponible previa solicitud de su minorista. Su minorista 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 usted es el propietario o arrendatario actual.

¿Podemos hacer algo más por usted?

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

Si tiene dudas o preguntas, comuníquese con nuestro **Centro de asistencia de campañas (RAC) Lincoln 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 comunicarse con nosotros a través de Internet, nuestra dirección es lincoln.com/support.

Como parte de la comunidad Lincoln, agradecemos su atención a este importante asunto y su lealtad continua.

Lincoln