



Service Engineering Operations  
Customer Service Division

Ford Motor Company  
PO Box 1904  
Dearborn, Michigan 48121

March 25, 2026

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

**SUBJECT: Advance Notice – Customer Satisfaction Program 25N17**  
Certain 2015-2025 Model Year Multiple Vehicle Lines  
Rear View Camera Replacement If Required After Dealer Evaluation

**PROGRAM TERMS**

This program will provide 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. There is no mileage limitation to this program.

This is a one-time repair program.

Coverage is automatically transferred to subsequent owners.

**AFFECTED VEHICLES (U.S. Population Of Affected Vehicles: 12,554,966)**

Vehicle	Model Year	Assembly Plant	Build Date Range
Aviator	2020-2024	Chicago	October 19, 2018 through April 25, 2024
Aviator	2021-2023	Chicago SHO	September 14, 2020 through July 24, 2023
Bronco	2021-2025	Michigan	September 23, 2020 through October 9, 2025
Bronco Sport	2021-2024	Hermosillo	February 5, 2020 through November 8, 2024
C-Max	2017-2018	Michigan	June 9, 2016 through April 26, 2018
Continental	2017-2020	Flatrock	November 30, 2015 through November 16, 2020
Corsair	2020-2022	Louisville	January 7, 2019 through December 15, 2022
Econoline	2021-2024	Ohio	May 24, 2019 through December 22, 2023
Edge	2019-2024	Oakville	January 12, 2018 through May 3, 2024
Escape	2020-2022	Louisville	November 13, 2018 through December 16, 2022
Expedition	2018-2021	Kentucky	March 14, 2017 through December 27, 2021
Explorer	2016-2024	Chicago	September 19, 2014 through April 25, 2024
Explorer	2021-2023	Chicago SHO	September 14, 2020 through September 18, 2023
F-150	2015-2020	Dearborn	March 12, 2014 through September 5, 2020
F-150	2015-2020	Kansas City	August 11, 2014 through October 20, 2020

Vehicle	Model Year	Assembly Plant	Build Date Range
F-250 – F-600	2017-2022	Kentucky	October 8, 2015 through December 23, 2022
F-250 – F-600	2020-2022	Ohio	June 3, 2019 through February 10, 2023
Fiesta	2015-2018	Cuautitlan	February 28, 2014 through September 14, 2018
Focus	2015-2018	Michigan	June 17, 2014 through May 10, 2018
Fusion	2015	Flatrock	March 12, 2014 through April 19, 2015
Fusion	2015	Hermosillo	February 17, 2014 through April 6, 2015
GT	2017-2022	Multimatic	August 17, 2016 through February 20, 2023
MKS	2015-2016	Chicago	July 22, 2014 through May 22, 2016
MKT	2016-2019	Oakville	July 20, 2015 through October 11, 2019
MKX	2015-2023	Oakville	June 20, 2014 through December 6, 2023
MKZ	2016	Hermosillo	December 13, 2014 through March 23, 2016
Mustang	2021-2023	Flatrock	June 24, 2020 through April 5, 2023
Ranger	2019-2023	Michigan	January 2, 2019 through June 28, 2023
Taurus	2017	Chicago	June 16, 2016 through November 5, 2017
Transit	2015-2025	Kansas City	February 3, 2014 through September 16, 2025
Transit Connect	2015-2022	Valencia (Spain)	September 25, 2015 through July 30, 2022

Affected vehicles are identified in OASIS and FSA VIN Lists.

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

In some of the affected vehicles, customers may experience a blank or distorted image on the center display screen when the vehicle is in reverse, which is caused by a non-functioning rear view camera.

### **SERVICE ACTION**

A complete Dealer Bulletin including technical instructions will be provided to dealers by **October 5, 2026** when a remedy is available to support this program.

**IMPORTANT: Dealers should open a Repair Order (RO) only when a full dealer bulletin is published. Opening an RO against an Awareness or Advance Notice will result in warranty rejections against a customer satisfaction program.**

### **OWNER NOTIFICATION**

Owner Letters are expected to be mailed starting the week of March 30, 2026 or sooner. Mailings are planned to occur in phases through August 2026. These mailings may occur before the remedy, including repair instructions, has been provided to dealers.

## **OWNER REFUNDS**

Vehicle owners may be eligible for a refund. Refunds will only be provided for services related to the replacement of a rear view camera.

To request a refund from Ford, owners should send a refund request with all required documentation, including the original repair receipt (no photocopies), to Ford Motor Company at PO Box 6251, Dearborn, Michigan 48121-6251. Refund requests mailed to this address may take up to 60 days to process. The original receipt will be returned to the owner.

## **QUESTIONS & ASSISTANCE**

For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site. The SSSC Web Contact Site can be accessed through the Professional Technician System (PTS) website using the SSSC link listed at the bottom of the OASIS VIN report screen or listed under the SSSC tab.

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