



SSM 52241 2022-2024 Expedition - Grainy/Fuzzy/Pixelated Rear View Camera Image

Some 2022-2024 Expedition vehicles equipped with an analog camera and a 12 inch center display screen may exhibit a rear camera image that the customer describes as grainy, fuzzy, or pixelated. This may be due to the interaction between the analog camera and the high definition digital center display screen. To confirm a vehicle is built with an analog camera and a 12 inch center display screen, verify the minor feature codes J3KAR (REAR VIEW CAMERA - LEVEL 2) and HJGAX (MULTI FUNCTION DISPLAY - 12 inch) by reviewing the build information by double-clicking the vehicle identification number (VIN) in the upper left corner in the Professional Technician System (PTS). This is an operating characteristic of the vehicle. Do not attempt any repairs for this condition.