



SSM 54979 2023-2025 Mustang Mach-E, 2024-2026 F-Super Duty - Distorted Or Corrupted 360-Degree Camera View

Some 2023-2025 Mustang Mach-E and 2024-2026 F-Super Duty vehicles equipped with a 360-degree camera may exhibit a distorted or corrupted 360-degree camera image in the center display screen, but the rear-view camera image is operating correctly. To restore the 360-degree camera image, download and run the "IPMA - Reset the Image Processing Module A (IPMA) Calibration Data" application using the Ford Diagnosis and Repair System (FDRS) scan tool. Then download and run the "IPMA - 360 Degree View Camera Alignment" application. Inform customers that they can continue to drive the vehicle and engineering is currently working on a software solution for this condition that is expected in Q3 of 2026. Replacement or reprogramming of the IPMA will not resolve this condition. Monitor Professional Technician System (PTS) for additional information and schedule service appointments for customers once the repair becomes available.

If a vehicle exhibits this condition, enter a vehicle identification number (VIN) and click the "Submit Global Concern Report (GCR)" link at the upper right of the PTS "Vehicle ID" screen. Fill out the GCR form, referencing this article number in the report. Do not use the "Report A Problem" link to submit a report for this condition.