

SSM 48516 - 2019 Transit Connect - Intermittent Inoperative Rear Back Up Camera - Vehicles Built On Or After 09 Nov 2018 through 30 Jun 2019

Some 2019 Transit Connect vehicles built between 9-Nov-2018 and 30-Jun-2019 equipped with the connected HMI Radio (CHR) may experience the parking aid camera intermittently inoperative with diagnostic trouble code (DTC) U2100 present. This may be due to an audio front control module (ACM) software concern. To correct, verify that the parking aid camera is inoperative with the engine running, reverse gear engaged and vehicle speed under 6 mph/h 10 km/h. ACM software level number is H1BT-14G298-GR/hardware part number KT1Z-18C869-J. Diagnostic trouble code (DTC) U2100 is present. If all conditions are met, Replace the CHR with part KT1Z-18C869-R or higher. Replacing the parking aid camera is not necessary. If all situations are not met, continue with normal diagnosis. Refer to Workshop Manual Section 413-13.