



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**



June 30, 2022

[REDACTED]
[REDACTED]
Porterville, CA [REDACTED]

NEF-109 tgd
Ref. No. 11466957

Dear [REDACTED]:

Thank you for the letter about your model year (MY) 2015 Ford Mustang vehicle. Your letter was forwarded to the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation. I am pleased to respond.

NHTSA is the Federal agency responsible for improving safety on our Nation's roadways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects, such as in their design, construction, or performance. Among other activities, we also monitor the completion rates and adequacy of manufacturers' recall campaigns.

We appreciate the report you provided. Reports from motorists are a very important source of information for us. You indicate that the rear-view camera was inoperable in your MY 2015 Ford Mustang after a dealer performed NHTSA Safety Recall Campaign No. 22V-082. You believe the wire harness was not repaired or replaced per the recall, and this is causing the problem. However, you state the dealer wants to charge you for the wire harness repair and therefore, you request assistance from NHTSA.

We understand your frustration; however, we cannot determine if the dealer followed the remedy procedure for Recall 22V-082 without a repair order. Also, we do not have any evidence of reports indicating that Ford's corrective action is inadequate or does not work. Furthermore, NHTSA cannot guarantee that a dealer will successfully perform a recall remedy on your vehicle. We encourage you to continue to work with Ford and your dealer to explore the potential for an amicable resolution to your problem. You may also ask your dealership for a meeting with a Ford representative regarding your problem.

We entered your information into NHTSA's database, where it will be used with other reports to identify any safety defect trends that may require our attention. You can learn more about NHTSA's investigation and recall process on our website at https://www.nhtsa.gov/sites/nhtsa.dot.gov/files/documents/mvdefectsandrecalls_808795.pdf.

If you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, please complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.gov or call the Vehicle Safety Hotline at 888-327-4236. Also, you may review owners' complaints, safety recalls, manufacturers' service bulletins, etc., on our website.

Sincerely,

A handwritten signature in cursive script that reads "Randy Reid".

Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement