

MAR 25 25 10:07A

552(B)(6)

Near Ford Safety  
Recall,

2/10/25

My camera (rearview) had been dysfunctional for quite sometime & I could not use it. I finally got it fixed 4/9/25 when I brought my car in for a oil change. I bought a great warranty & only had to pay my deductible of \$100. Within a month, I got a recall letter for the same reason with the camera. I called Ford corp office & they told me to get the invoice from Ford & send it with the letter to you for reimbursement

So excited to get my  
\$100<sup>00</sup> back for this,  
Ford highlighted the part for  
you since the oil change was  
on the invoice. Any questions  
please call me at work  
at [REDACTED]

Thank you  
[REDACTED]

Home # is [REDACTED]



Ford Motor Company  
Customer Service Division  
PO Box 1904  
Dearborn, Michigan 48121

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
LAS VEGAS, NV [REDACTED]

[REDACTED] to -

\*\*\* IMPORTANT SAFETY RECALL \*\*\*

**Safety Recall Notice 24S75 / NHTSA Recall 24V951**

2019 Flex

This Notice Applies to Your Vehicle, Vehicle Identification Number (VIN): [REDACTED]

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Ford Motor Company has decided that a defect which relates to motor vehicle safety exists in certain 2019 Flex, and Fiesta vehicles, including the vehicle with the VIN shown above.

We apologize for this situation and want to assure you that, with your assistance, we will correct this condition. Our commitment, together with your dealer, is to provide you with the highest level of service and support.

**What is the issue?** Your vehicle's rear-view camera may display an inverted video image, intermittent or persistent loss of image, and/or distorted image.

**What is the risk?** A rear-view camera that intermittently displays an inverted, blank, or distorted image while in reverse can reduce or distort the driver's view of what is behind the vehicle, increasing the risk of a crash.

**What will Ford and your dealer do?** Parts are not available. Ford Motor Company is working to provide parts for this repair. When the remedy becomes available, Ford Motor Company will notify you via mail to schedule a service appointment with your dealer for repairs to be completed free of charge.

**What should you do?** When the remedy is available, Ford Motor Company will send a letter to inform you to contact your dealer to schedule a repair.

Ford has not issued instructions to stop driving your vehicle under this safety recall. When the remedy is available, you should contact your dealer for an appointment to have your vehicle remedied as soon as practicable.

If you do not already have a servicing dealer, you can access [ford.com/support](http://ford.com/support) for dealer addresses, maps, and driving instructions.



Customer Pay Invoice  
\$192.74

Tag# : 6287

Check-in: Thu Jan 9, 2025 | 1:37 PM

5445 Drexel Rd. Las Vegas, NV 89130

Customer

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
LAS VEGAS, NV [REDACTED]

Vehicle

2019 Ford Flex-FT  
[REDACTED]  
License: [REDACTED]  
17,900 Mi In / 17,900 Mi  
Out  
Stock #: 78270

1. WRKS THE WORKS Customer Pay \$98.32

Job added by Jennifer Leger on Thu Jan 9, 2025 | 1:37 PM

Op.1 WRKS -Works Oil Change Package Labor \$45.00

- 1. Works package. Oil change on car and light trucks completed
- 2. cant rotate tires due to condition. best tread on the rears.

Parts \$53.32

- XO 5W20Q1SP - MOTORCRAFT SAE 5W-20 API GF-6A 6 - \$41.52
- AA5Z 6714A - FILTER ASY - OIL 1 - \$11.80

Fees \$0.00

HAZ - Hazardous Waste Fee - \$0.00

Discount -\$9.83

MIL10 - -\$9.83

2. 12651d, 12651d45, mt19g490 Customer states REAR BACK UP CAMERA IS UPSIDE DOWN AND FLIPS- has ssp Warranty Pay \$0.00

Job added by Jennifer Leger on Thu Jan 9, 2025 | 1:37 PM

Op.1 12651d -12651d Labor \$0.00

- 1. bce test no codes symptom chart ayes remove rear liftgate inner trim panel and out side gate panel to acces camera remove and replaced retest pass

Parts \$0.00

GA8Z 19G490A - CAMERA - PARKING 1

Op.2 12651d45 -12651d45 Labor \$0.00

- 1. 12651d45

Op.3 mt19g490 -mt19g490 Labor \$0.00



5445 Drexel Rd. Las Vegas, NV 89130

Customer Pay Invoice  
**\$192.74**

Tag# : 6287

Vehicle  
2019 Ford Flex-FT

2.	12651d, 12651d45, mt19g490	Customer states REAR BACK UP CAMERA IS UPSIDE DOWN AND FLIPS- has ssp	Warranty Pay	\$0.00
	Op.3 mt19g490 -mt19g490		Labor	\$0.00
	1. mt19g490			
	Fees			\$0.00
	ESPTAX - ESP Sales Tax - \$0.00			
3.	99P	Ford MPVI Tracking	Customer Pay	\$0.00
		Job added by Ernesto Navarro on Thu Jan 9, 2025   1:37 PM		
	Op.1 99P -Ford MPVI Tracking		Labor	\$0.00
	1. 99P			
4.	ESP100	Deductible	Customer Pay	\$100.00
	Tags: <span style="border: 1px solid gray; border-radius: 15px; padding: 2px 5px;">Add-on</span>			
		Job added by Ernesto Navarro on Thu Jan 9, 2025   3:38 PM		
	Op.1 ESP100 -Deductible		Labor	\$0.00
	1. ESP Deductible			
	Fees			\$100.00
	100ded - Esp100deductible - \$100.00			



Customer Pay Invoice  
\$192.74

Tag# : 6287

5445 Drexel Rd, Las Vegas, NV 89130

Vehicle  
2019 Ford Flex-FT

Labor	\$45.00
Parts	\$53.32
Sublet	\$0.00
Sublet Labor	\$0.00
Sublet Parts	\$0.00
Fees	\$100.00
Discounts	-\$9.83
Tax	\$4.25
Deductible	\$0.00
Insurance/Warranty	\$0.00
<b>Invoice Total</b>	<b>\$192.74</b>

Original Repair Order  
Thu Jan 9, 2025 | 1:37 PM \$298.27

Next service due: 20000 miles on Fri Apr 11, 2025

Original Repair Order (Parts & Labor)	Total Additional Cost Authorized	Authorized Repair	Approved By	Date & Time	Authorization Obtained By
\$	\$				Telephone Text Fax (See Attached) E-mail (See Attached)
Revised Repair Order \$	\$				Telephone Text Fax (See Attached) E-mail (See Attached)

I hereby authorize the below repair work to be done along with access for purposes of testing, inspection or delivery at my risk. An express mechanic's lien is acknowledged on the vehicle to secure the amount of repairs thereto, and I further agree that the vehicle may be sold, after 20 days notice, in the manner provided in Sections 108.267-108.360 of the Civil Code of Nevada. In the event legal action is necessary to collect this bill, I will be responsible for court costs and legal fees. The customer warrants no items of personal property left in the vehicle and the dealer will not be held responsible for loss or damage to the vehicle or articles left in the vehicle in case of fire, theft, accident or any other cause beyond the dealer's control. **WARNING-WE ARE NOT RESPONSIBLE FOR LOSS OF PERSONAL ITEMS OR VALUABLES LEFT IN VEHICLE DUE TO FIRE OR THEFT WHILE IN OUR POSSESSION FOR REPAIR OR STORAGE. REMOVE AND TAKE THEM WITH YOU. TERMS: CASH UNLESS PRIOR ARRANGEMENTS ARE MADE.**



Customer Pay Invoice  
\$192.74

Tag# : 6287

5445 Drexel Rd, Las Vegas, NV 89130

Vehicle

2019 Ford Flex-FT

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you.

Customer Signature

Service Advisor Signature

Invoice Date

Tue Jan 14, 2025 | 9:03 AM

X  
Customer Signature

Date

Team Ford Lincoln is NOT governed by any After-market Warranty Company. Please be advised before your after-market Warranty Company tells you that Team Ford Lincoln is NOT willing to repair your vehicle, please understand why: Team Ford Lincoln's After-market Labor Rate is \$210.00/ Flat Rate Hour, Customer is Responsible for Amounts not paid by the After-market Warranty Company Team Ford Lincoln uses ALLDATA time only, Customer is responsible for any difference in After-market Pay Time After-market Warranty Companies DO NOT pay diagnosis fees / Teardown /Shop Supplies or Admin Fees, these fees are the responsibility of the customer. After-market Warranty Companies that DO NOT pay MSRP for Parts, the difference will be the Customer Responsibility. After-market Warranty Companies have the option to supply used /non OEM parts to repair your vehicle. These items have no warranty coverage. I have read and understand the above after-market and warranty policies.

DIAGNOSIS FEE - NO WARRANTY ON VEHICLE Diagnosis Fee as stated is to Diagnose and provide estimate for repair of concern. Customer responsible for this fee in addition to needed repairs, it's a separate fee.

DIAGNOSIS FEE - FORD EXTENDED WARRANTY OR AFTER-MARKET WARRANTY Diagnosis Fee will be customer responsibility until coverage is verified. If repair is covered by warranty to include Diagnosis customer will not be charged Diagnosis Fee

A charge of 20% with a max of \$50.00 of the charge for repair labor is added for shop supplies such as nuts, bolts, washers, tape, aerospray, shellac solvent, rags, solder, wire, window sealer, etc. An additional charge for hazardous waste removal will be included in your final bill. A document retrieval fee will be charged for the continued storage of your documentation for the fee of \$1.99

The Dealer warrants to the original retail Purchaser and to Purchasers at wholesale for subsequent reselling that it will repair or replace without charge, including related labor, any part of any NEW Ford part or accessory that is sold by the Dealer to the Purchaser, that is found to be defective in material or workmanship within a period of 12 months from the date of sale (12 months from date of installation for fleets and wholesalers on parts sold over the counter) or 12,000 miles of service, whichever comes first (1). LABOR FOR REMOVAL AND REINSTALLATION OF A PART OR ACCESSORY SOLD OVER-THE COUNTER IS NOT COVERED BY THIS WARRANTY • Ford & Motorcraft parts sold on, or after, October 1, 2013:

o 24 months/Unlimited miles. o Warranty begins on date of purchase for retail customer, or date of installation by fleet or installer. The Limited Warranty may be honored by the original installer or any Ford/Lincoln Dealer, even though that particular dealer was not the original purchaser/seller of the part. The Customer, Fleet or Installer must provide the original owner's repair order or sales slip when repairs are requested. The only requirement of the Purchaser is that the defective parts or accessories must be returned to the Dealer's place of business during regular business hours for warranty repair or replacement. The Dealer must be furnished with the Purchaser's copy of the original sales slip on counter sales, or Purchaser's copy of the repair order on dealer installations, to validate the date of purchase and vehicle mileage, as applicable

(1) With the following exceptions:

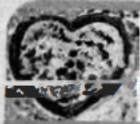
• Ford Air Conditioners Kit Assembly (includes Thermostatic Fan) - 12 months unlimited mileage. • Motorcraft Shock Absorbers - AA, AB, AW, AX Series - Lifetime of original purchaser's ownership of private passenger car or truck. If used in other than private passenger cars or light trucks, the warranty period is 24 months or 24,000 miles, whichever occurs first. AJ Series - 12 months/12,000 miles, AM (cartridges and assemblies), AY series - 24 month/30,000 miles. AN Series - 24months/24,000 miles.

1. Customer is hereby notified that the said property is not insured or protected to the amount of the actual cash value thereof, or otherwise, against loss occasioned by theft, fire or vandalism while the property remains with the dealer.  
2. Customer states no articles of personal property have been left in the vehicle and dealer is not responsible for inspection thereof.  
3. The dealer is not responsible for unavailability of parts or delays in parts shipment beyond dealer's control.  
4. Due to the type of service requested some repairs must be sublet.  
5. All charges for repairs including labor and materials furnished are due and payable simultaneously with the delivery of the within described vehicle or prior to delivery upon the expiration of three (3) days after notice that the repairs have been completed. Notice shall be deemed to have been given upon the deposit in the United States mail, postage prepaid, of written notification to that effect addressed to the customer at the address given on the reverse side hereof.  
6. If the vehicle described herein is not called for within three (3) days after such notice is given, a storage charge of \$20.00 per day will be made for each day thereafter.

If the Purchaser is traveling or has moved to a different locality any authorized dealer of Ford will fulfill this warranty. THIS WARRANTY DOES NOT COVER PARTS OR ACCESSORIES THAT FAIL DUE TO ABUSE, MISUSE, NEGLIGENCE, ALTERATION OR ACCIDENT OR WHICH HAVE BEEN IMPROPERLY LUBRICATED OR REPAIRED, OR USED IN APPLICATIONS FOR WHICH THEY WERE EITHER NOT DESIGNED OR NOT APPROVED BY THE COMPANY OR ARE CLEANED, ADJUSTED OR REPLACED AS A PART OF NORMAL MAINTENANCE, OR SPARK PLUGS THAT ARE OIL FOULDED, LEAD FOULDED, OR WHICH FAIL DUE TO THE USE OF LOW GRADE FUEL, IMPROPER SELECTION OF HEAT RANGE OR MISAPPLICATION, OR FAILURES CAUSED BY NON-FORD PARTS. TO THE EXTENT ALLOWED BY LAW, LOSS OF TIME, INCONVENIENCE, LOSS OF USE OF THE VEHICLE, COMMERCIAL LOSS, OR CONSEQUENTIAL DAMAGES ARE NOT COVERED THERE IS NO OTHER EXPRESS WARRANTY ON FORD MOTOR COMPANY SUPPLIED REPLACEMENT PARTS AND ACCESSORIES ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS IS LIMITED TO THE 12 MONTH/12,000 MILE DURATION OF THIS WRITTEN WARRANTY SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF CONSEQUENTIAL OR INCIDENTAL DAMAGES OR LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATIONS AND EXCLUSIONS MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE

Labor cost of removal and installation of shock absorbers beyond the standard 12 month/12,000 mile period is not included. •Motorcraft Batteries - Warranted to original purchaser with receipt as stated on battery label. **IMPORTANT:** Motorcraft red shock absorbers and batteries with late style warranty labels are warranted by Ford Motor Company to the original retail purchaser. Labor only repairs are warranted for 90 days or 4,000 miles, which ever occurs first.

7. Said Dealer is authorized to deliver the vehicle described herein or any of its contents to any person presenting this receipt.  
8. In addition to any and all other legal remedies available, authorize Said Dealer to have a lien on the vehicle described herein for all charges for repairs, including labor and parts, storage and/or towing, and to enforce such lien, Said Dealer is hereby expressly authorized to sell said vehicle at public auction after giving a twenty (20) day written notice by certified mail to the legal owner, registered owner, and Department of Motor Vehicles of intent to do so. On the sale date, the vehicle shall be sold to the highest cash bidder and the proceeds of sale must be used first to satisfy the lien plus storage costs and costs incident to sale, and the balance shall be forwarded to the legal owner, or if none, to the registered owner, or if the address is unknown, it shall be forwarded to the Department of Motor Vehicles. Said expenses for sale shall also include a reasonable attorney's fee, which may be necessarily incurred.  
9. If any such charges remain unpaid for thirty (30) days after such request for payment, Said Dealer may also refer such charges to its attorneys for collection and the customer will pay a reasonable attorney's fee.



Las Vegas, NV

S



Las Vegas, NV

**CPU**



U.S. POSTAGE IMI

\$1.01

FCML RDC 99

Orig: 89108

Dest: 20590

02/08/25

2000052595

8W

02

NEE

National Highway  
Traffic Safety Admin  
1200 New Jersey S.E.  
Washington DC 20590