



July 29, 2025

The Honorable Scott Franklin
Member, U.S. House of Representatives
124 South Florida Avenue, Suite 304
Lakeland, FL 33801

NEF-109 rrr
Ref. No. 11671583

Dear Representative Franklin:

Thank you for the letter on behalf of your constituent [REDACTED], concerning her model year (MY) 2019 Ford Flex vehicle. Your letter was forwarded to the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation. NHTSA's mission is to save lives, prevent injuries, and reduce economic costs due to road traffic crashes, through education, research, motor vehicle safety standards, and enforcement activity.

We appreciate the report you provided. Among other enforcement activities, NHTSA continuously monitors available information to identify potential safety defect trends. As such, reports from motorists are a very important source of information for us. We confirmed [REDACTED] MY 2019 Ford Flex is affected by NHTSA Safety Recall Campaign No. 24V-951 (report enclosed). The rearview camera in affected vehicles may intermittently display a blank or distorted image.

We understand [REDACTED] concerns with the parts delay of Recall 24V-951. Please note that it is not unusual for manufacturers to have an inventory shortage of recall parts shortly after a recall is announced. Recall parts availability can be affected by numerous factors including, but not limited to, redesign, testing, manufacturing, and logistics. Ford has informed NHTSA that recall parts will be available for installation in all affected vehicles by December 2025. When [REDACTED] receives her final notice, indicating the recall parts are available, she should contact Ford and her local dealer immediately to schedule a recall repair appointment. Until then, we encourage [REDACTED] continue to follow up with Ford and her dealer for the latest updates on Recall 24V-951.

Once parts are available for the recall remedy, you will be able to have the repair completed at no charge. If Ford dealers are encouraging you to pay for a repair for this issue in advance of the availability of parts, we encourage you to provide more information to NHTSA about this matter.¹ In addition, we entered [REDACTED] information into NHTSA's database, where it will be used with other reports to identify any safety defect trends that may require our attention.

¹ Please see the following webpage for information about how to contact NHTSA: <https://www.nhtsa.gov/about-nhtsa/contact-us>.

