

06/19/2025

National Highway Traffic Safety Administration
1200 New Jersey Avenue S.E.
Washington, D.C 20590

To : Administrator

Hello, I'm writing to you regarding my recent purchase of a used 2015 Mustang Gt Convertible VIN # [REDACTED]. I purchased the vehicle used on 08/02/2024 from Car-Max in East Meadow, NY. The mileage on the vehicle at time of purchase was 19,188. Car- Max DOES NOT resolve any previous open recalls that are needed on any of its vehicles. Immediately after the purchase I noticed that the back-up camera was not working properly and this was likely due to a NHTSA recall # 22S06 which states " Ford will inspect and repair the deck lid wiring harness and or replace the rear view camera if necessary free of charge to the owner " (attached is the letter from David J. Johnson - Director of Service Engineering Operations - which was sent to all US Ford and Lincoln Dealers)

I originally brought my car into Hassett Ford in Wantagh New York for the above recall issue on 10/15/2024 and according to the work order sheet (attached) they inspected the wire harness and rear camera for issues and replaced screws and then CLOSED the outstanding recall for this manner, thinking it was corrected.

Approximately 1 month later the rear camera again was not working and since I keep this car garaged and do not drive this " classic car " in the winter time, I needed to reschedule an appointment when the weather was warmer. I brought the car in on 06/17/2025 for the required Safety Recall #22S06. The diagnosis now was that the camera WAS faulty and needed to be replaced. Hassett Ford Dealership in Wantagh, New York insisted that they could not cover the cost of the rear camera (even though it was part of the recall) because they had already closed the recall. I showed them documents from Ford to the contrary, however they refused to cover the repair and charged me \$320.42 to replace the camera. This being a safety issue, I agreed to pay at that time.

I'm writing to you for help in receiving my refund for this NTSB Safety Recall # 22S06. I have also sent this letter to the Ford Motor Company executors listed below.

I look forward to a positive result. Thank -You in Advance

[REDACTED]
[REDACTED]
Seaford, New York [REDACTED]

Cell Only [REDACTED] or email : [REDACTED]

B

CC: Jim Farley

CC: David J. Johnson

Attachment : Ford Recall Letter

Attachment : Paid Invoice from Hassett Ford

Attachment : Hassett Ford Service Work Orders : 10/15/2024 & 06/18/2025



David J. Johnson
 Director
 Service Engineering Operations
 Ford Customer Service Division

Ford Motor Company
 P. O. Box 1904
 Dearborn, Michigan 48121

March 16, 2022

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD**
Safety Recall 22S06
 Certain 2015-2017 Model Year Mustang Vehicles
 Luggage Compartment Lid Wiring Inspection and Rear View Camera Improper Function

REF: **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD – Advance Notice**
Safety Recall 22S06
 Dated February 17, 2022

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Mustang	2015-2017	Flat Rock	February 11, 2014 through October 2, 2017

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS SAFETY RECALL

In all of the affected vehicles, damage to the luggage compartment lid wiring harness in the area of the right side luggage compartment lid hinge may lead to intermittent rear view camera operation, loss of satellite radio reception, inoperative luggage compartment lamp and/or inoperable luggage compartment release.

In addition, in some of the affected 2015 model year vehicles, insufficient electrical conductivity within the Printed Circuit Board (PCB) internal to the camera may also lead to intermittent rear view camera operation.

A rear view camera that intermittently displays a blank or distorted image can reduce the driver's view of what is behind the vehicle increasing the risk of a crash.

SERVICE ACTION – NEW IN-STOCK VEHICLES

A dealer bulletin supplement is expected to be provided to dealers in the 2nd quarter of 2022 when it is anticipated that parts ordering information and repair instructions will be available to support this safety recall.

NOTE: The new in-stock vehicles DO NOT require luggage compartment lid wiring jumper harness installation, but will require harness modification when parts become available.

SERVICE ACTION – CUSTOMER VEHICLES

- **2015 Vehicles:** If the rear view camera intermittently displays a blank or distorted image, dealers are to inspect the rear view camera engineering part number and, if necessary, the luggage compartment lid wiring harness for a part number tag. As needed, dealers are to replace the rear view camera and/or install a luggage compartment lid wiring jumper harness per the technical instructions.
 - For certain vehicles, the Safety Recall will remain open until complete parts ordering information and repair instructions are available via a dealer bulletin supplement.

Service Action Continued On The Next Page

SERVICE ACTION – CUSTOMER VEHICLES (continued)

- **2016-2017 Vehicles:** If the rear view camera intermittently displays a blank or distorted image, dealers are to inspect the luggage compartment lid wiring harness for a part number tag. As needed, dealers are to install a luggage compartment lid wiring jumper harness per the technical instructions.

This service must be performed on all affected vehicles at no charge to the vehicle owner.

OWNER NOTIFICATION MAILING SCHEDULE

Parts available owner letters are expected to be mailed by the end of 2nd quarter of 2022. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

PLEASE NOTE:

Federal law requires dealers to complete this recall service before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a dealer could result in a civil penalty of up to \$21,000 per vehicle. Correct all vehicles in your new vehicle inventory before delivery.

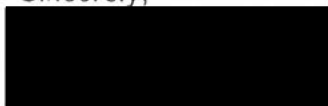
ATTACHMENTS

Attachment I: Administrative Information
Attachment II: Labor Allowances and Parts Ordering Information
Attachment III: Technical Information
Owner Notification Letters
Recall Reimbursement Plan

QUESTIONS & ASSISTANCE

For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site. The SSSC Web Contact Site can be accessed through the Professional Technician System (PTS) website using the SSSC link listed at the bottom of the OASIS VIN report screen or listed under the SSSC tab.

Sincerely,

A black rectangular redaction box covering the signature of David J. Johnson.

David J. Johnson

Hassett

"CUSTOMER FIRST"



HASSETT LINCOLN MERCURY SALES, INC.
 3530 Sunrise Highway, Wantagh, NY 11793
 www.hassettautomotive.com
 NYS R/S NO. R - 700 3673

Truck Service Center
 1886 Seaford Avenue, Wantagh, NY 11793
 NYS R/S NO. R - 710 3950

ice: 516-785-7800
 e Center: 516-785-0000
 Parts/Wholesale: 516-785-7200

CUSTOMER NO.	ADVISOR SEAN M HENRY	1757	TAG NO. 4596	INVOICE DATE 06/18/25	CELL
	LABOR RATE 210.00	LICENSE NO.	MILEAGE 25,824	COLOR /	STOCK NO.
SEAFORD, NY	YEAR / MAKE / MODEL 15/FORD/MUSTANG/2DR CONV GT PRE			DELIVERY DATE	DELIVERY MILES
				SELLING DEALER NO.	PRODUCTION DATE
				R. O. DATE 06/17/25	REPRINT# 1
COMMENTS					MO: 25826

TOTALS

CHECK OUT OUR WEBSITE AT WWW.HASSETTAUTOMOTIVE.COM
 *** ASK ABOUT OUR AFTERNOON QUICK LUBE SERVICE HOURS ***
 CONVENIENT SERVICE HOURS: M-F 7:30 A.M. TO 6:00 P.M.
 SATURDAY SERVICE 8:00 A.M. 3:00 P.M.
 VISIT OUR TRUCK SERVICE CENTER LOCATED AT 1886 SEAFORD AVE
 WANTAGH. ONE BLOCK WEST OF OUR MAIN FACILITY
 YOUR COMPLETE SATISFACTION IS OUR FIRST PRIORITY

***** HASSETT GIVES BACK TO OUR CUSTOMERS *****
 ASK ABOUT OUR EXCLUSIVE OWNER ADVANTAGE REWARDS PROGRAM THAT
 ALLOWS YOU TO EARN REWARD DOLLARS TOWARD FUTURE PURCHASES!!

TOTAL LABOR....	211.19
TOTAL PARTS....	73.81
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	24.58
TOTAL INVOICE \$	309.58

CUSTOMER

THESE REPAIRS ARE COVERED BY A LIMITED WARRANTY, LABOR AND PARTS 12 MONTHS OR 12,000 MILES, WHICHEVER OCCURS FIRST. ALL FORD PARTS AND LABOR ARE COVERED UNDER A LIMITED WARRANTY FOR 24 MONTHS OR UNLIMITED MILES. SELLER HEREBY LIMITS ALL IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTY OF MERCHANTABILITY, TO THE SAME PERIOD. SELLER SHALL NOT BE LIABLE FOR ANY CONSEQUENTIAL DAMAGES RESULTING FROM ANY BREACH, AND THE EXCLUSIVE REMEDY SHALL BE REPAIR OR REPLACEMENT.

WARRANTY

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE: UNLESS OTHERWISE SHOWN SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY REPRESENTATIVES OF FORD.

PARTS SUB TOTAL	ALLOWANCE	DEALER PARTICIPATION	CUSTOMER PARTICIPATION OR DEDUCTIBLE
CLAIM CHGD OR DENIED	CLAIM RETURNED		
PRO RATE PERCENT	TOTAL LABOR	CORRECTED LABOR	
PRO RATE PERCENT	TOTAL PARTS	CORRECTED PARTS	
	TOTAL CLAIM	CORRECTED TOTAL	

HASSETT FORD
 3520 SUNRISE HWY
 WANTAGH, NY 11793
 516-785-7800
 GT17-2072559217

06/17/2025 15:17

Sale

Trans
 CRED
 VISA
 Entr

 Invo
 SALE
 DISC
 TOTAL
 Resp
 Code
 Ref
 Tran
 App
 AID:
 TVR:
 ATC:
 TC:
 IAD:

THANK YOU
 COME AGAIN!
 CUSTOMER COPY

The Reynolds and Reynolds Company, EPA/NTIVE, CC693511 Q (05/19)

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

Hassett

"CUSTOMER FIRST"



LINCOLN



CERTIFIED PRE-OWNED

SELECTION

HASSETT LINCOLN MERCURY SALES, INC.

3530 Sunrise Highway, Wantagh, NY 11793

www.hassettautomotive.com

NYS R/S NO. R - 700 3673

Truck Service Center

1886 Seaford Avenue, Wantagh, NY 11793

NYS R/S NO. R - 710 3950

1-800-4-A-Ford
 Center: 516-785-0000
 Wholesale: 516-785-7200

CEL

CUSTOMER NO.	ADVISOR SEAN M HENRY	1757	TAG NO. 4596	INVOICE DATE 06/18/25	
	LABOR RATE 210.00	LICENSE NO.	MILEAGE 25,824	COLOR	STOCK NO.
SEAFORD, NY	YEAR / MAKE / MODEL 15/FORD/MUSTANG/2DR CONV GT PRE			DELIVERY DATE	DELIVERY MILES
				SELLING DEALER NO.	PRODUCTION DATE
				INVOICE DATE 06/17/25	REPRINT# 1
COMMENTS					MO: 25826

J# 1 10F0Z ELECTRICAL SYSTEMS TECH(S):1418 98 211.19
 CUSTOMER STATES SOMETIMES IN BACKUP; SCREEN JUST GOES BLACK;
 SOMETIMES IT SAYS CALL DEALER; DID RECALL 22S06 COULD BE
 RELATED
 CUSTOMER WAS TOLD RECALL IS CLOSED WILL BE RESPONSIBLE FOR
 DIAGNOSIS
 UPON SCAN/INSPECTION; WIRING HARNESS NO DAMAGE; RECOMMEND
 CAMERA
 \$285
 INSTALL NEW CAMERA
 RETEST
 ALL OK

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	FR3Z-19G490-A	CAMERA 676943	73.81
JOB # 1 TOTAL PARTS				73.81
JOB # 1 TOTAL LABOR & PARTS				285.00

J# 2 00F0Z99P *MULTI POINT INSP TECH(S):98 0.00
 PERFORM A THOROUGH INSPECTION OF YOUR VEHICLE AND PROVIDE A
 DETAILED VEHICLE REPORT CARD. CHECK FLUID LEVELS, INSPECT
 WIPER BLADES, TEST BATTERY, INSPECT TIRES AND BRAKE WEAR,
 INSPECT SAFETY SYSTEMS AND COMPONENTS FOR LEAKS AND DAMAGE.
 PERFORM MULTI-POINT VEHICLE INSPECTION AND RECORD RESULTS ON
 VEHICLE REPORT CARD.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 2 TOTAL PARTS				0.00
JOB # 2 TOTAL LABOR & PARTS				0.00

ESTIMATE
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
 ORIGINAL ESTIMATE OF \$210.00 (+TAX)
 APPROVED ADDITIONAL COST OF \$100.00 FOR TOTAL ESTIMATE OF \$310.00 (+TAX) ON 06/18/25 AT 11:52am
 BY STEVEN CHERMAK COMMENTS

CUSTOMER
 THESE REPAIRS ARE COVERED BY A LIMITED WARRANTY, LABOR AND PARTS 12 MONTHS OR 12,000 MILES, WHICHEVER OCCURS FIRST. ALL FORD PARTS AND LABOR ARE COVERED UNDER A LIMITED WARRANTY FOR 24 MONTHS OR UNLIMITED MILES. SELLER HEREBY LIMITS ALL IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTY OF MERCHANTABILITY, TO THE SAME PERIOD. SELLER SHALL NOT BE LIABLE FOR ANY CONSEQUENTIAL DAMAGES RESULTING FROM ANY BREACH, AND THE EXCLUSIVE REMEDY SHALL BE REPAIR OR REPLACEMENT.

WARRANTY
 ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE: UNLESS OTHERWISE SHOWN SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY REPRESENTATIVES OF FORD.

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CLAIM CHGD OR DENIED	CLAIM RETURNED		
PRO RATE PERCENT	TOTAL LABOR	CORRECTED LABOR	
PRO RATE PERCENT	TOTAL PARTS	CORRECTED PARTS	
	TOTAL CLAIM	CORRECTED TOTAL	

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

The Reynolds and Reynolds Company ERMANTIVE CO693511 Q (05/19)

Hassett

"CUSTOMER FIRST"



Sales/Service: 516-785-7800
 Truck Service Center: 516-785-0000
 Parts/Wholesale: 516-785-7200

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 NYS R/S NO. R - 710 3950

CELL: [REDACTED]

CUSTOMER NO.	[REDACTED]	ADVISOR	SEAN M HENRY	TAG NO.	1406	INVOICE DATE	10/15/24
		LABOR RATE	190.00	LICENSE NO.		MILEAGE	20,552
		YEAR / MAKE / MODEL	15/FORD/MUSTANG/2DR CONV GT PREMIUM			DELIVERY DATE	DELIVERY MILES
		RESIDENCE PHONE	[REDACTED]	BUSINESS PHONE	[REDACTED]	SELLING DEALER NO.	PRODUCTION DATE
		COMMENTS	[REDACTED]			R.O. DATE	08/08/24
							MO: 20552

LABOR & PARTS
J# 1 13FOZ INT TRIM TECH(S):1418 INTERNAL
 CUSTOMER STATES R/S PANEL ABOVE SEATBELT IS DAMAGED PLEASE
 CHECK - SEATBELT HOLDER BROKEN - PART ORDERED - PLEASE
 INSTALL
 CARMAX
 INSTALLED ORDERED PART; SEATBELT HOLDER; ALL SYSTEMS OK

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	FR3Z-7660262-AD	COVER - 137933	
				JOB # 1 TOTAL PARTS 0.00
				JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2+31FOZ RECALLS AND CAMPAIGN TECH(S):1418 WARRANTY
 20S30 DOOR LATCH REPEAT REPAIR
 DOOR LATCH RECALL
 L/F - 7197
 L/F - 5263
 R/F - 8197
 R/F - 3273

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 2	1	C3JZ-54264A26-J	LATCH 929416	
				JOB # 2 TOTAL PARTS 0.00
				JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3+31FOZ1 RECALL TECH(S):1418 WARRANTY
 CUSTOMER STATES PERFORM OPEN RECALL - - 22S06 LUGGAGE
 COMPARTMENT LID WIRING INSPECTION AND REAR VIEW CAMERA
 IMPROPER FUNCTION
 INSPECTION COMPLETE; RECALL COMPLETE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 3	1	8U5Z-00817-ZA	RETAIN 811976	
JOB # 3	1	-W505255-S450L	SCREW 620931	
JOB # 3	1	NU5Z-14A163-E	RETAIN 812136	
JOB # 3	1	KU5Z-14A163-C	RETAIN 812134	
				JOB # 3 TOTAL PARTS 0.00
				JOB # 3 TOTAL LABOR & PARTS 0.00

J# 4+31FOZ2 RECALL TECH(S):1418 WARRANTY
 CUSTOMER STATES PERFORM OPEN RECALL - - 22S02 BRAKE STOP
 LAMPS REMAIN ON
 RECALL COMPLETE

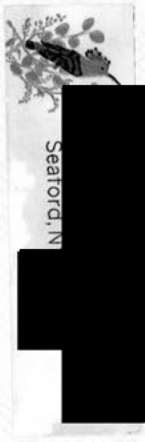
PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 4	1	MR3Z-7583-A	BUMPER 762729	
				JOB # 4 TOTAL PARTS 0.00
				JOB # 4 TOTAL LABOR & PARTS 0.00

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PRO RATE PERCENT	TOTAL PARTS	CORRECTED PARTS	
	TOTAL CLAIM	CORRECTED TOTAL	

The Reynolds and Reynolds Company, FRANTIME, C0693511 0 (05/19)



[Redacted]

NEW YORK NY 100

21 JUN 2025 AM 13:11



NATIONAL HEALTH TRAFFIC SAFETY ADMINISTRATION
1200 NEW JERSEY AVENUE S.E.
WASHINGTON, D.C. 20590

20590-

[Redacted]