

August 11, 2025

National Highway Traffic Safety Administration  
1200 New Jersey Ave, SE  
Washington, DC 20590

RE: NHTSA Recall 24S75

To Whom It May Concern:

I am writing because back in January I received a notice of recall to have the rear view camera replaced because of inverted, blank, or distorted image.

I had that camera replaced for those very same symptoms several weeks before the recall was announced. After working at a Ford Dealer for 23 years, I do know that you refund the cost of any work done that would have fallen under a recall.

The notice says that parts are unavailable now, but they were available, within one week, when I had the problem corrected. As such, I am asking for a refund now, because I know that some parts take nearly forever to get. For those vehicle sitting on lots that cannot be sold because of an open recall is very frustrating for the dealer.

Again, I am asking for a refund now for work that would have fallen under this recall, #24S75.  
Thank you.

Sincerely,

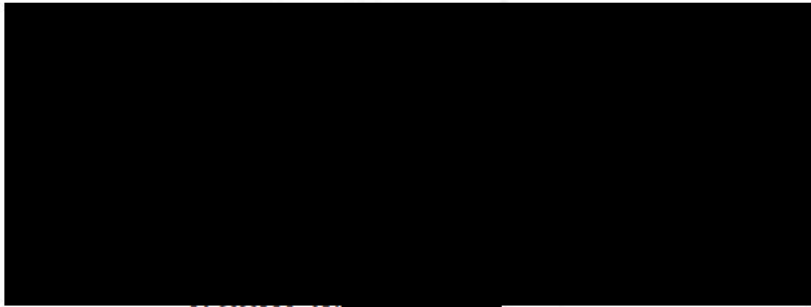
  
Algoma, WI 

Cc: NHTSA

7/12



Ford Motor Company  
Customer Service Division  
PO Box 1904



January 2025

ALGOMA, WI

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

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

2019 Flex

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

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](https://ford.com/support) for dealer addresses, maps, and driving instructions.

**What should you do?  
(continued)**

If you are still having difficulty getting your vehicle repaired in a reasonable time or without charge, you may write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave. S.E., Washington, D.C. 20590 or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153) or go to [NHTSA.gov](https://www.nhtsa.gov). Reference NHTSA Safety Recall 24S75.

**Please note: Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.**

NOTE: You can receive information about Recalls and Customer Satisfaction Programs through our FordPass App. The app can be downloaded through the App Store or Google Play. In addition, there are other features such as reserving parking in certain locations and controlling certain functions on your vehicle (lock or unlock doors, remote start) if it is equipped to allow control.

**What if you no longer own this vehicle?**

If you no longer own this vehicle and have an address for the current owner, please forward this letter to the new owner.

You received this notice because government regulations require that notification be sent to the last known owner of record. Our records are based primarily on state registration and title data, which indicate that you are the current owner.

Thank you for your attention to this important matter.

Customer Service Division

CUSTOMER #: [REDACTED]

**PATRIOT FORD OF STURGEON BAY**

440 S Duluth Ave

Sturgeon Bay, WI 54235

Phone: (920) 473-8203

www.patriotfordsturgeonbay.com

\*INVOICE\*

DUPLICATE 1

PAGE 1

ALGOMA, WI

HOME: [REDACTED]

CONT: [REDACTED]

BUS: [REDACTED]

CELL: [REDACTED]

SERVICE ADVISOR: 5037 CARMELO RAMIREZ-VALE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLUE	19	FORD Flex	[REDACTED]	[REDACTED]	36697/36697	T4176	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31OCT19 DL			17:00 20SEP24			CASH	20SEP24

R.O. OPENED      READY      OPTIONS: STK:M1446 ENG:3.5\_LITER 1)97993

08:09 20SEP24      09:52 20SEP24

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CUSTOMER STATES CAMERA IS INOP

CAUSE: CUSTOMER STATES

CS CUSTOMER STATES

5008 CP

179.88      179.88

1 GA8Z\*19G490\*A CAMERA - PARKING

442.68      442.68      442.68

PARTS: 442.68      LABOR: 179.88      OTHER: 0.00      TOTAL LINE A: 622.56

replaced rear park aid camera, performed lin new module initialization, tested camera-camera is working properly and image loads correctly

\*\*\*\*\*

COUP PARTS AND SERVICE COUPON

CP

-40.00      -40.00

CUSTOMER PAY SHOP CHARGE FOR REPAIR ORDER

8.42

CREATED 2024-09-12 02:34:00PM

TAKEN BY KYLE WILSON

**PAID**

SEP 20 2024

MVJSD

BY: \$4096

**WARRANTY DISCLAIMER:** ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP AS IS. THE DEALERSHIP HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF PARTS OR ACCESSORIES OR THE REPAIR. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR THE ORIGINAL PARTS DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

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. The vehicle is being returned to you in exchange for your payment of the Amount Due.

**\*SHOP SUPPLY COSTS:**  
We have added a charge equal to 3% of the total cost of labor and parts, not to exceed \$10, to the Repair Order for shop supplies used in connection with this repair.

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	179.88
PARTS AMOUNT	442.68
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES *	8.42
TOTAL CHARGES	630.98
LESS INSURANCE	40.00
SALES TAX	32.50
PLEASE PAY THIS AMOUNT	623.48

DATE      CUSTOMER SIGNATURE      AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

Repairs Performed By (List mechanics/team leader and names of any subcontractors):

Names:

Motor vehicle repair practices are regulated by chapter ATCP 132, Wis. Adm. Code, administered by the Bureau of Consumer Protection, Wisconsin Dept. of Agriculture, Trade and Consumer Protection, P.O. Box 8911, Madison, Wisconsin 53708-8911.

Algoma, WI

GREEN BAY WI 543

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20590--

