

November 20, 2025

National Highway Traffic Safety Administration

1200 New Jersey Ave. S.E

.Washington, D.C. 20590

To Whom It May Concern:

I received a safety recall notice 25SA9/NHTSA Recall 25V695 earlier this month for my 2019 Ford Flex. I had this problem with my rear view camera last October 2024 and took my vehicle to Washington Ford in Washington, PA. I was getting a message that the rear view camera was unavailable on the center display screen. I called my service advisor, Andrea Baumgardner, and asked how do I proceed since I had this issue over a year ago and would I get a refund for the \$723.97 fix they performed. She said until Ford Motor notifies me that a fix has been found there is nothing else to do unless I want to call Ford Motor directly. I called Ford Motor and started a Case # [REDACTED] but was told I would receive another letter when a fix was found for the recall and no additional information was available at this time.

Obviously, my dealer found a solution but what if there is a different solution found will I qualify for a refund? Would my dealer have submitted the problem I was having so that Ford Motor got notified and started a file for other vehicles experiencing the same issue? I am attaching copies with the labor and parts used to repair my vehicle in October 2024 and the recall letter and my paid receipt.

My problem is I am ready to purchase a newer vehicle and will trade-in the vehicle on the recall. Will this letter keep me informed since I have no idea if my car will be sold again or who may end up with it.

Please advise as soon as possible with answers to my questions.

Yours truly,

[REDACTED]

[REDACTED]

Houston, PA [REDACTED]

[REDACTED]

Cc: Ford Motor Company

Mike Reed, Service Manager Washington Ford

MR

INFORMATION REDACTED
PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C.
552(B)(6)



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

11/3/25 STK TO FORD
has not re issued
recall - car only
be done once the fix
is ready



11/13/25 Old Ford Motor - BRIAN
currently on advanced notice
parts are found w/ ^{October 2025}
rev another 1st - case coordinated
to recall asst team
CASE#

Pen
Recall Assistance team
No Addl INFO AVAIL
HOUSTON, PA

*** IMPORTANT ***

Recall Unit 1-866-436-7332
TRANSFERRED TO Recall Asst
TEAM

Safety Recall Notice 25SA9 / NHTSA Recall 25V695

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 2015-2016 C-Max, 2015-2016 Escape, 2015-2016 Taurus, 2015 Explorer, 2019 Fiesta, 2015-2019 Flex, 2016 Fusion, 2020 Mustang, and 2018-2019 Taurus vehicles, including 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? On your vehicle, the rear view camera could display a blank or distorted image on the center display screen when the vehicle is in reverse. You may also receive a message that the rear view camera is unavailable on the center display screen.

What is the risk? A rear view camera that displays a 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 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: 1-888-275-9171) or go to [NHTSA.gov](https://www.nhtsa.gov). Reference NHTSA Safety Recall 25V695.

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

Washington Ford
507 Washington Road
Washington, PA 15301
724-223-5100

SALE



AMOUNT \$723.97

APPROVED



Thank You
Please Come Again

CUSTOMER COPY



PITTSBURGH PA 150

21 NOV 2025 PM 3 L



Houston, PA

National Highway Traffic Safety Administration
1200 New Jersey Ave. S.E.
Washington, DC 20590