

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

[REDACTED]
[REDACTED]
Detroit, MI [REDACTED]
Jan. 22, 2026

Attn: Administrator

RE: Safety Recall Notice 25SA9/NHTSA Recall 25V695

I received the safety recall on my 2015 Ford Taurus in October 2025 and as of yet have not received any information related to parts availability. I am writing this letter because I do not wish to be forgotten and wish this recall issue to be resolved. It has been three months, soon to be four.

The rearview camera issue started in 2024 with my vehicle. The camera displays distorted images and really needs to be fixed as soon as possible. Whenever you receive the remedy, could you please notify me by mail? Thanks in advance for your consideration in this matter.

Respectfully,

[REDACTED]

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Ford Motor Company
Customer Service Division
PO Box 1904

October 2025

*** IMPORTANT SAFETY RECALL ***

Safety Recall Notice 25SA9 / NHTSA Recall 25V695

2015 Taurus

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 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

Detroit, MI

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