

Request for Refund Due to Safety Recall

National Highway Traffic Safety Administration

1200 New Jersey Ave S.E.

Washington, DC 20590

Reference Information

Reference: Safety Recall Noitice 25SA9/NHTSA Recall 25V695

Dated 10/2025

Ford Escape 2015 VIN# [REDACTED]

Date: February 2, 2026

To the Administrator,

I am writing regarding the above-referenced recall for my 2015 Ford Escape. In October 2025, I received notice of the recall related to my vehicle. However, prior to receiving this notice, in September 2025, I opted to have my local Ford Dealership replace the camera because I felt very unsafe without the feature after becoming accustomed to it. At the time of service, the dealership informed me that there were no recalls posted for my vehicle, so I paid a total of \$531.39 out of pocket for the replacement.

I would like to inquire if it is possible to receive a refund for some or all of the charges I paid for the replacement. The dealership advised me that they were unable to process this request and that I needed to contact you directly. I have attached a copy of my invoice for your review.

Thank you in advance for your consideration of my request.

Contact Information

[REDACTED]
[REDACTED]
[REDACTED]
Green Valley, AZ [REDACTED]

Attachments

- Invoice
- Recall Notice





Ford Motor Company
Customer Service Division
PO Box 1904

October 2025

GREEN VALLEY, AZ

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

Safety Recall Notice 25SA9 / NHTSA Recall 25V695

2015 Escape

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. 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



Dealer Code:
#01759

Dealer Code:
#AZ031



Jim Click Green Valley/Sahuarita

1030 W. Duval Road • Tucson, AZ 85614
JimClickFordGreenValley.com | HyundaiGreenValley.com
520-320-4650

-SERVICE HOURS-
Monday-Saturday
7:00AM - 6:00PM
Saturday:
8:00AM-5:00PM
Sunday: Closed

[REDACTED]		MIKE RODRIGUEZ		8735	M389	09/17/25	[REDACTED]
[REDACTED]		LABOR RATE		LICENSE NO.	MILEAGE	COLOR	STOCK NO.
[REDACTED]		YEAR/MAKE/MODEL		151,356		MAGNETIC/ME	
GREEN VALLEY, AZ		15/FORD TRUCK/ESCAPE/FWD 4DR TITANIUM		03/31/15		19	
[REDACTED]		VEHICLE I.D. NO.		[REDACTED]		NOT USED	
[REDACTED]		BUSINESS PHONE		COMMENTS		09/17/25	

MO: 151356

J# 1 20MEZ LIGHT LINE REPAIR TECH(S):9628 189.00
INSTALL SOP REAR CAM PER CUST REQ, CAM ON SCREEN IS UPSIDE OR BLANK AT TIMES. SEE ANTHONY FOR PART REPLACED CAMERA. CAMERA NOW OPERATED CORRECTLY SCREEN IS RIGHT SIDE UP.

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT	PRICE
JOB # 1	1		EJ5Z-19G490-A	CAMERA - PARKI		302.75
JOB # 1 TOTAL PARTS						302.75
JOB # 1 TOTAL LABOR & PARTS						491.75

J# 2 01MEZ-Q99PX QUIK LANE INSPECT TECH(S):9628 0.00
PERFORM VEHICLE INSPECTION - NOTE: THIS IS A VISUAL INSPECTION ONLY AND DOES NOT INCLUDE ANY DISASSEMBLY OF THE VEHICLE OR COMPONENTS. THIS IS NOT INTENDED TO DISCOVER, AND MAY NOT DISCOVER INTERNAL OR HIDDEN DAMAGE NOT DETECTABLE UPON VISUAL INSPECTION. YOUR VEHICLE MAY HAVE CONDITIONS THAT ARE NOT EVIDENT, PRESENT OR NOTICED QUALITY CARE INSPECTION PERFORMED

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

J# 3 12MEZRECALL-CK CHECK FOR RECALLS TECH(S):9628 0.00
AS PART OF SERVICE VISIT, CHECK MANUFACTURER OR SAFERCAR.GOV FOR ANY OPEN RECALLS, AND ATTACH REPORT TO HARD COPY. CLOSE RO WITH RECALL INFORMATION CHECKED

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT	PRICE
JOB # 3 TOTAL PARTS						0.00
JOB # 3 TOTAL LABOR & PARTS						0.00

MISC	CODE	DESCRIPTION	CONTROL NO
JOB # A	15S	SHOP SUPPLIES	
TOTAL - MISC			15.12

COMMENTS:
++WAITER++ #M389 created 2025-09-16 11:56:00am taken by Mike Rodriguez
RECOMMENDED NOT DONE/ DECLINED SERVICES:
01MEZAIR *REPLACE AIR FILTER TECH: 9628
01MEZ1S COOLANT FLUID EXCH ✓ TECH: 9628
01MEZ-YBK BRAKES ✓ TECH: 9628
01MEZZFIC FUEL INJECTION SVC ✓ TECH: 9628
01MEZBATTERY *BATTERY REPLACEMENT ✓ TECH: 9628 RED

YOU'RE IMPORTANT

You may receive a survey from Ford or Hyundai in the next few days. If for any reason you cannot grade us COMPLETELY SATISFIED please contact our Service Manager at: (520) 320-4660. Thank You.

DISCLAIMER OF WARRANTIES

Any warranties on the products sold hereby are those of the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LIMITED WARRANTY

Please request of copy of your limited warranty from your service advisor. Note that coverage varies based on year, make, model and whether or not the part is installed by factory approved technicians.

A standard charge for supplies and materials is made on each repair order which includes the removal of hazardous waste materials. This is shown in the lower right corner of the repair order in the space provided. It is impractical to itemize the many miscellaneous supplies and materials used on each repair.

The following is a partial list of items used regularly in our shop:

MINOR HARDWARE	DOOR EASE
PROTECTIVE MATERIALS	MECHANIC'S WIRE
GASKET MATERIALS	SHIM STOCK
BENCH LUBRICANTS	ABRASIVE STONES
SPECIAL ADHESIVE COMPOUND	METALITE CLOTH
CHASSIS GREASE	PERMATEX COMPOUNDS
GASKET SEALER COMPOUND	CAULK CORD
BEARING GREASE	RUBBER PROTECTOR SOLUTION
ACID CORE SOLDER	MASKING TAPE
BITS	METAL POLISH
RUBBING COMPOUNDS	SPARK PLUG COMPOUNDS
PAINTS	WEATHER STRIP CEMENT
WELDING RODS	SOLVO-RUST
OXYGEN	CARBURETOR SOLVENT
LUBRIPLATE PASTE	ELECTRICIAN TAPE
ACETYLENE	FENDER PROTECTORS
WIPING CLOTH	CHOKE CLEANER
GLASS CLEANER	SILICONE SPRAY
FABRIC CLEANER	DISTRIBUTOR CAM LUBE
VINYL TOP CLEANER	TRIM CEMENT
PARTS SOLVENT	PARTS, WHEELS AND TIRE BRUSHES
ASSORTED CLIPS AND FASTENERS	CARBURETOR CLEANER
HACKSAW BLADES	BELT DRESSING
CHASSIS SHIMS	PENETRATING OIL

It is our sincere desire to give you full value for every dollar spent with us. If for any reason you are not completely satisfied with your repairs, please contact your service advisor immediately.

ENVIRONMENTAL COMPLIANCE CHARGE

Maintaining and repairing your car inevitably involves the use of chemicals and generation of wastes (solvent, oils, caustics, lead, asbestos, etc.) that must be stored, managed and disposed of in strict compliance with federal, state and local environmental regulations. We support these regulations and also believe our customers do too because they help ensure a safer, healthier environment for everyone. Complying with these regulations increases the cost of service. Ordinarily, increased costs simply result in an increased hourly labor charge. This dealership has decided in lieu of raising its labor rate, to list a compliance charge on appropriate service bills because we believe our customers would be interested to know that they are helping to pay for a cleaner environment.



Dealer Code:
#01759

Dealer Code:
#AZ031



Jim Click Green Valley/Sahuarita

1030 W. Duval Road • Tucson, AZ 85614

JimClickFordGreenValley.com | HyundaiGreenValley.com

520-320-4650

-SERVICE HOURS-

Monday-Saturday
7:00AM - 6:00PM

Saturday:
8:00AM-5:00PM

Sunday: Closed

[REDACTED]		ADVISOR MIKE RODRIGUEZ	TAG NO. 8735 M389	INVOICE DATE 09/17/25	CELL: [REDACTED]
[REDACTED]		LABOR RATE	LICENSE NO.	MILEAGE 151,356	COLOR MAGNETIC/ME
[REDACTED]		YEAR/MAKE/MODEL 15/FORD TRUCK/ESCAPE/FWD 4DR TITANIUM			DELIVERY DATE 03/31/15
[REDACTED]		[REDACTED]			DELIVERY MILES 19
[REDACTED]		[REDACTED]			PRODUCTION DATE
[REDACTED]		[REDACTED]			NOT USED
[REDACTED]		[REDACTED]			R.O. DATE 09/17/25
[REDACTED]		BUSINESS PHONE			
[REDACTED]		COMMENTS			

MO: 151356

TOTALS-----

* CASH CHECK/CK NO. [] *
* VISA MASTERCARD DISCOVER *
* AM EXP CHARGE PO NO [] *

THANK YOU FOR YOUR BUSINESS
DANIEL MENDEZ, SERVICE MANAGER, 520-320-4660
KEVIN KOEPEL, PARTS MANAGER, 520-320-4635

TOTAL LABOR.... 189.00
TOTAL PARTS.... 302.75
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 15.12
TOTAL MISC DISC 0.00
TOTAL TAX..... 24.52

TOTAL INVOICE \$ 531.39

The Tuttle-Click Automotive Group would like your permission to contact you using the phone number that you provided. BY SIGNING THIS FORM, YOU AGREE TO RECEIVE AUTOMATED TEXTS AND/OR PRE-RECORDED VOICE MESSAGES AT THE NUMBER PROVIDED ON THIS FORM. This may include relevant Sales, Service, Marketing and/or other general information.

CUSTOMER SIGNATURE

YOU'RE IMPORTANT

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DISCLAIMER OF WARRANTIES

Any warranties on the products sold hereby are those of the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LIMITED WARRANTY

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YEAR/MAKE/MODEL	15/FORD TRUCK/ESCAPE/FWD 4DR TITANIUM		MILEAGE	151,356	DELIVERY DATE	03/31/15	
				SELLING DEALER NO.	NOT USED	DELIVERY MILES	19
				R.O. DATE	09/17/25	PRODUCTION DATE	
BUSINESS PHONE		COMMENTS					

MO: 151356

RECEIPT

RECEIPT DATE:
CUSTOMER NUMB
CUSTOMER NAME

PAY TYPE:CREDIT CA
EM:EMV Chip AC:ARQ
RC:00 / Approved A
APPROVED TOTAL:\$53

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CARDHOLDER AUTHORIZATION

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Green Valley, AZ

NET
2/11/20

NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
1200 NEW JERSEY AVE. S.E.
WASHINGTON, DC 20590

PHOENIX AZ 852

4 FEB 2026 PM 5



20590-