

[REDACTED]

[REDACTED]  
Overland Park, KS [REDACTED]  
[REDACTED] Cell

April 7, 2026

About one year ago I received this recall notice from Ford Motor.

They still say they do not have the parts for this or the accompanying recall.

I believe they are beyond a reasonable time to supply the parts for this recall.

What should I do next? Please let me know. Thank you,

[REDACTED]

Attached: recall notice

*RL*



Ford Motor Company  
Customer Service Division

3/9/2026

2 Recalls

This one and  
accompanying one.  
No parts yet.

September 2025

PARK, KS

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

**Safety Recall Notice 25S89 / NHTSA Recall 25V572**

2018 Escape

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 2015-2019 Model Year Ford 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](http://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 1-888-27-4236 (TTY: 1-888-275-9171) or go to [NHTSA.gov](http://NHTSA.gov). Reference NHTSA Safety Recall 25V572.

**Please note: Federal law requires that any vehicle lessor or 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

Overland Park, KS

KANSAS CITY 690

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Administrator - Nat Highway Traffic Safety Admin  
1200 ~~RD~~ New Jersey Ave SE.  
Washington DC

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