

April 11, 2026

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

Dear Ford Customer Service,

I am writing to formally express my frustration regarding two outstanding safety recalls on my 2019 Ford Flex that remain unresolved. The recall for the camera has been since January 2025 and the recall for the pillar has been since November 2025.

At the time the recalls were issued, I was informed that parts were not available and that I would be contacted once supplies arrived. I have contacted the Ford Dealer here in Lake Havasu many times and have been told that parts are not available and they do not know when they will be.

Unfortunately, despite the significant amount of time that has passed, the recalls have still not been addressed, and I have not received a clear timeline for resolution.

This situation is extremely concerning to me, as recalls typically involve safety-related issues. I rely on my vehicle daily and expect that known safety defects will be corrected within a reasonable timeframe. Waiting this long without a solution is unacceptable.

This is my Vehicle Information:

Year/Make/Model: 2019/Ford/Flex

VIN: [REDACTED]

Recall Numbers: 24S75/24V951 and 25SB8/25V732 I have enclosed copies of the notices

I am requesting immediate clarification on the following:

1. When will parts be available to complete these recall repairs?
2. What steps is Ford taking to resolve long-standing supply issues?

Please provide a written response as soon as possible outlining how this matter will be resolved. I would appreciate prompt attention to ensure my vehicle is safe to operate. Thank you for your time and assistance. I look forward to your response.

Sincerely,

[REDACTED]

u



Ford Motor Company
Customer Service Division
PO Box 1904



January 2025

LAKE HAVASU CITY, AZ

***** 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 for dealer addresses, maps, and driving instructions.



Ford Motor Company
Customer Service Division
PO Box 1904
Dear Sir/Madam,




November 2025

LAKE HAVASU CITY, AZ

*** IMPORTANT SAFETY RECALL ***

Safety Recall Notice 25SB8 / NHTSA Recall 25V732

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 2017-2019 Flex 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 front driver and passenger door B-pillar trim appliques may become partially or fully detached. You may visually notice the B-pillar trim appliques separating from the top of the front doors when entering/exiting the vehicle. You may also notice a wind noise and a rattling noise as you drive.

What is the risk?

This may result in the B-pillar trim appliques detaching while driving. A B-pillar trim applique that detaches while driving can create a road hazard for other road users, 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 informing 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.

UHC AZ



LAS VEGAS NV 890
13 APR 2026 AM 3 L



Administrator
National Highway Traffic Safety Admin
1200 New Jersey Ave SE
Washington DC 20590

20590-

