

Salem, SC

April 4, 20226

Mr. Jonathan Morrison
Administrator, National Highway Traffic Safety Administration
1200 New Jersey Ave SE
West Building
Washington, DC 20590

Subject: Urgent Concern Regarding Delayed Action on NHTSA Recall 24V951 / Ford Safety Recall 24S75

Dear Administrator Morrison,

I am writing to formally express my dissatisfaction and concern regarding the lack of timely corrective action by Ford Motor Company in response to NHTSA Safety Recall Notice 24V951 (Ford Safety Recall 24S75), which affects the rear-view camera system in my 2019 Ford Flex.

Despite the recall being investigated and issued by your agency in 2024, Ford has yet to implement an effective remedy or provide a clear timeline for resolution. This prolonged inaction leaves vehicle owners, including myself, operating with a known defective safety system—one that directly impacts visibility while reversing and increases the risk of back-up accidents, property damage, and potential personal injury.

It is my belief that Ford is deliberately slow-walking the resolution of this issue, in part because the Ford Flex model has been discontinued. This raises serious concerns about whether affected customers are being deprioritized due to the absence of ongoing production and sales considerations.

Owners of the 2019 Ford Flex are now facing not only heightened safety risks but also a measurable loss in vehicle value due to this unresolved defect. I strongly believe that Ford Motor Company should be required to compensate owners for both the diminished value of their vehicles and the increased risk exposure resulting from this failure to act.

Handwritten mark

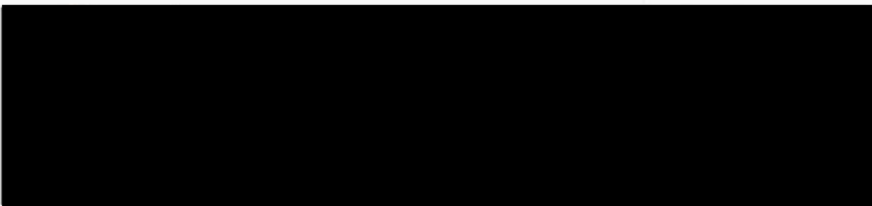
Mr. Jonathan Morrison

April 4, 2026

Page 2 of 2

Given the seriousness of this safety issue and the extended delay in remediation, I respectfully urge the National Highway Traffic Safety Administration to take decisive and immediate action. This should include compelling Ford Motor Company to provide a prompt and effective repair solution, as well as considering enforcement measures to ensure accountability and protect consumers.

Thank you for your attention to this matter. I would appreciate any updates your office can provide regarding steps being taken to address this issue and ensure timely compliance by Ford.



Vehicle Owner

Vehicle: 2019 Ford Flex VIN



CC: Jack Danielson, Executive Director

[REDACTED]
[REDACTED]
Salem, SC

071
05/20/20

10
5M

Mr. Jack Danielson
National Highway Traffic Safety Administration
1200 New Jersey Ave SE
West Building
Washington, DC 20590

GREENVILLE SC 296
7 APR 2026 AM 1 L



20590-



