

[REDACTED]
[REDACTED]
Long Beach, CA [REDACTED]
[REDACTED]

Email:

April 15, 2026

Ford Motor Company
Customer Service Division
P.O. Box 1904
Dearborn, Michigan 48121

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

2015 Flex: Vehicle Identification No. (VIN) [REDACTED]
Issue: Defective Distorted (upside down) Rear View Camera

I received your letter regarding **"IMPORTANT SAFETY RECALL" in October 2025**. It has now been **6 months** since I received this RECALL notice and I am very upset that I have not yet received any information from you regarding the status of when a replacement rear view camera will be available for installation by my car dealer BP Ford.

Also, on June 16, 2021, I took this vehicle into Worthington Ford in Long Beach (now BP Ford), as for over a month the rear view camera was constantly appearing distorted (upside down) and causing me a lot of stress, especially while backing up. They informed me that it was defective and would cost around \$700 to replace; however the actual cost to have it replaced was **\$891.69** and I am attaching a copy of that invoice.
(Less \$20 for Tire Rotation)

Coincidentally, the very week that I received your **Recall Notice** in October 2025, the 2nd rear camera started doing the exact same thing as the 1st one, with everything appearing constantly distorted (upside down).

I am a [REDACTED] and driving during the past 6 months with this rear view camera distorted (with everything upside down) has been very stressful for me, especially not knowing when and if it is ever going to be replaced by you. I noticed on the REPLACEMENT letter that there were apparently 8 other models of Ford vehicles that also had this same defective rear-view camera.

Your letter did say that if I was having difficulty getting my vehicle repaired in a reasonable time, that I could write the Administrator, National Highway Traffic Safety Administration, which I am doing with a copy of this letter being sent to them.

With anticipation to hear from someone soon, I remain

Sincerely

[REDACTED]
CC Administrator, National Highway Traffic Safety Administration,
1200 New Jersey Avenue S.E., Washington, D.C. 20590

Handwritten signature

WORTHINGTON FORD, INC

2950 N Bellflower Blvd

Long Beach, CA 90815

Phone: (562) 420-3333

www.calworthingtonford.net

BAR # ARD42592 / EPA# CAL000213450

SERVICE DEPARTMENT HOURS

7:00 a.m. to 6:00 p.m. Mon - Fri

WORTHINGTON CARS & TRUCKS

2800 N Bellflower Blvd.

Long Beach, CA 90815

Phone: (800) 603-4300

Direct: (562) 354-2942

BAR # ARD263009 / BAR# RC263009 / EPA# CAL00353302

TRUCK CENTER HOURS

7:00 a.m. to 6:00 p.m. Mon - Fri

R/O Open Date

6/16/21

R/O Close Date

6/16/21

Pre-Invoice

Mileage In

39371

Mileage Out

39372

Service Advisor / Tag #

DANIEL PULIDO/676

Work Phone

Vehicle Identification Number

Service Date

4/24/16

In-Service Date

4/24/16

Color

GRAY

License Number

Year	Make	Model
2015	FORD TRUCK	FLEX

Email

AMOUNT

#1 - 36: QUICK SERVICE ELECT.

customer states when engaging into reverse back up camera in upside down

Tech: GUSTAVO GARCIA (163)

Installed GA8Z 19G490 A :CAMERA - PARKING

verified customers concern rear back up camera not working properly ran ids found dtc c1001 performed pinpoint test a1-a17 found defective back up camera replace reconfigure retest okay after retest

Sub Total: 831.14

1@396.14

435.00

396.14

#2 - 06FOZ005: ROTATE TIRES

ROTATE TIRES. PERFORM BRAKE INSPECTION.

Tech: ANDRES CAMPOS (417)

rotated tires

Sub Total: 19.95

19.95

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by 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.

FREE SHUTTLE SERVICE WITHIN 5 MILES

TEAR-DOWN ESTIMATE: I understand that my vehicle will be reassembled within _____ days of the date shown above if I choose not to authorize the service recommended.

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE.

"By law, you may choose another licensed Smog Check facility to perform any needed repairs or adjustments that the Smog Check test indicates are necessary."

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

LABOR

454.95

PARTS

396.14

DEDUCTIBLE

.00

SUBLET

.00

SHOP SUPPLIES

.00

HAZARDOUS MATERIALS

.00

SALES TAX OR TAX I.D.

40.60

SPECIAL ORDER DEPOSIT

.00

DISCOUNTS

.00

TOTAL DUE

891.69

JUN 18 2021

WORTHINGTON FORD
2950 BELLFLOWER BLVD
LONG BEACH, CA 90815

06/16/2021

14:09:23

CREDIT CARD

VISA SALE

CARD #
Chip Card:
Chip Card AID:
ATC:
TC:
INVOICE
SEQ #:
Batch #:
CLERK
Approval Code:
Entry Method:
Mode:



SALE AMOUNT

\$891.69

CUSTOMER COPY

2950 N Bellflower Blvd
Long Beach, CA 90815
Phone: (562) 420-3333
www.calworthingtonford.net



2800 N Bellflower Blvd.
Long Beach, CA 90815
Phone: (800) 603-4300
Direct: (562) 354-2942



6/16/21

Time Received

7:53

6/16 17:00

Current Mileage

Mileage Out

39371

BAR # ARD42592 / EPA# CAL000213450

BAR # ARD263009 / BAR# RC263009 / EPA# CAL00353302

SERVICE DEPARTMENT HOURS
7:00 a.m. to 6:00 p.m. Mon - Fri

TRUCK CENTER HOURS
7:00 a.m. to 6:00 p.m. Mon - Fri

Estimate of Repairs

Service Advisor Key Tag #

130.00

DANIEL PULIDO/676

LONG BEACH, CA

Work Phone

Vehicle Identification Number

4/24/16

4/24/16

Year	Make	Model	Body	Color	License Number
2015	FORD	TRUCK	FLEX	GRAY	

Job Number	Description of Work	Code
1.	QUICK SERVICE ELECT. customer states when engaging into reverse back up camera in upside down	36 Customer Pay

Job Number	Description of Work	Code
2.	ROTATE TIRES ROTATE TIRES. PERFORM BRAKE INSPECTION.	06FOZ005 Customer Pay Customer Pay

Job Number	Description of Work	Code
3.		

Job Number	Description of Work	Code
4.		

Job Number	Description of Work	Code
5.		

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

"I hereby authorize the repair work above to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES.

Any warranties on the products sold hereby are those made by 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.

FREE SHUTTLE SERVICE WITHIN 5 MILES

TEARDOWN ESTIMATE: I understand that my vehicle will be reassembled within _____ days of the date shown above if I choose not to authorize the service recommended.

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE.

"By law, you may choose another licensed Smog Check facility to perform any needed repairs or adjustments that the Smog Check test indicates are necessary."

Thank you for giving Cal Worthington Ford the opportunity to service your vehicle. In the near future, you may receive a Service Survey from Ford National Headquarters regarding today's service. If you cannot answer "Completely Satisfied" please let us know. This is our dealership's report card and your input is extremely important to us.

X



Ford Motor Company
Customer Service Division
PO Box 1904

October 2025

LONG BEACH, CA

*** IMPORTANT SAFETY RECALL ***

Safety Recall Notice 25SA9 / NHTSA Recall 25V695

2015 Flex

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

Long Beach, CA

001.

Administrator
National Highway Traffic Safety
1200 New Jersey Ave, S.E.
Washington, D.C. Administration

20590

LOS ANGELES CA 900
14 APR 2026 PM 11 L



UNITED STATES
OF AMERICA

UNITED STATES
OF AMERICA

FOREVER/USA

FOREVER/USA

20590-



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