

[REDACTED]
Los Altos, CA [REDACTED]

June 10, 2026

Ford Motor Company
Customer Service Division
PO BOX 1904
Detroit, Michigan 48121

Administrator
National Highway Traffic Safety Administration
1200 New Jersey Ave S.E.
Washington, D.C. 20590

To Whom It May Concern,

I received an Important Safety Recall notice from Ford Motor Company back in October 2025 altering me to a recall regarding issue with the rear view camera. My 2019 Taurus was experiencing the issue where the image would appear upside down when in reverse which was a safety hazard. As a cautious driver I took my vehicle to Sunnyvale Ford with the recall notice. They were unable to provide the service free of charge to fix the issue and I was charged \$1,094.74 on June 8, 2026.

I am requesting a refund of my service charge for this recall issue as this should have been a covered recall service without charge. Please find enclosed a copy of the service invoice, payment receipt and the recall notice.

Please feel free to contact me at [REDACTED]

Sincerely,
[REDACTED]

Enclosures

RR

SERVICE DEPT HOURS ARE M-F 8:00 AM TO 5:00 PM AND SAT 7:30 AM TO 4:00 PM
ALL VEHICLES MUST BE PICKED UP BY 4:45 PM M-F AND 3:45 PM SAT
THANK YOU FOR YOUR PATRONAGE

KRISTOFER GOMEZ 1431 1549 06/06/16
52,709 AGATE BLK/C
19/FORD/TAURUS/4DR SDN SHO AWD 02/21/19

RIDESHARE
USER RIDESHARE

JOB# 4 JOURNAL PREFIX FOC5 JOB# 4 TOTAL 0.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$1145.89 (+TAX)

RECOMMENDED NOT DONE/ DECLINED SERVICES
THANK YOU FOR YOUR SERVICE VISIT

THANK YOU FOR YOUR BUSINESS.
We love our Customers and hope you love us too!
We strive to provide an Excellent Service Experience and
if you were not Completely Satisfied, please contact
Cecile Sidi, Customer Relations Manager
707-522-0252 or email csidi@sunnyvaleford.com

TOTAL LABOR.... 402.00
TOTAL PARTS.... 601.23
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 0.00
TOTAL MISC DISC 0.00
TOTAL TAX..... 58.62

TOTAL INVOICE \$ 1062.85

CUSTOMER SIGNATURE

[END OF INVOICE] 02:13pm

PHONE (408) 522-0200

[illegible]

CLL

52,709. AGATE BLK/C K0556

02/21/19

06/08/20

NO: 52710

CHARGES

QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
1	EG12-15G490-A	CAMERA 1 HV	601.23	601.23
TOTAL - PARTS				601.23

LABOR	403.00
PARTS	601.23

JOB# 1 JOURNAL PREFIX FOC5 JOB# 1 TOTAL 1004.23

2000 2 CHARGES

07 2 CDFGZ9DP	MULTI-POINT INSP.	UNITS:	0.00	TECH(S):1080	0.00
	PERFORM MULTI-POINT INSPECTION				
Vehicle Multi-Point Inspection All					

	JOB#	2	JOURNAL PREFIX	FICS	JOB#	2	TOTAL	0.00

JOHN 3 CHARGES

11 3 00FOZZ592PX	EXPRESS SERVICE	UNITS:	TECH(S):1080	0.00
CHECK TIRE PRESSURE INCLUDING SPARE TO MANUFACTURER SPECIFICATIONS FT.....RR.....SPARE..... OFQI YES NO LBS TORQUED TO.....LBS TECH SIGNATURE				

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX FICS JOB# 3 TOTAL 0.00

NOTE 4 CHARGES

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.....
BY 4 49FCZUBR      USER RIDESHARE      UNITS: 0.00 TECH(S):1050      0.00
  USER RIDESHARE
  CUSTOMER USER RIDESHARE
  ALTTRANS

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PAGE 1 OF 1

[CONTINUED ON NEXT PAGE] 02:13pm

2025 RELEASE UNDER E.O. 14176

SUNNYVALE
AT&T

SUNNYVALE FORD -
DEALER
211 E. Foothill Blvd.
SUNNYVALE, CA 94087
408 522 0215

Transaction
PG Number
Total \$1,062.86
Credit card \$31.89
Surcharge
CREDIT CARD \$1,094.74
DISCOVER 9
Retain tax statement

To cover the cost of accepting
credit cards, we collected a 3%
credit card surcharge.

02-Jun-2020 3:57:30P
\$1,094.74 Method.
CONTACTLESS

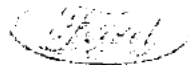
Disco
PG00
Folio
Auto B
105-
AID: A
AID: A
SIGNA

On

City
State

View Privacy Policy
<https://volvo.com/privacy>

Ford Motor Company
Customer Service Division
PO Box 1904
Dearborn, Michigan 48121



October 2025

Safety Recall Notice 25SA9 / NHTSA Recall 25V695

2019 Taurus

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

Los Altos, CA

CERTIFIED MAIL

MM-3DDP

National Highway Traffic Safety Admin.
1200 New Jersey Ave S.E.
Washington, D.C. 20590

20590-

Retail **USPS**

U.S. POSTAGE PAID
FCM LETTER
LOS ALTOS, CA 94
JUN 11, 2025

\$6.37

RDC 99 20590 S2324N502337-87