

Administrator, National Highway Traffic Safety Administration

1200 New Jersey Ave, Washington DC 20590

May 28, 2026

Dear Administrator

I am writing to you regarding the letter of "Important Safety Recall" from Ford Motor Company of October 2025, a copy of which is attached hereto. That letter sets forth the VIN of my 2015 Ford Cmax, and states that the rear-view camera is recalled on my vehicle for defects such as a black or distorted screen and error message on the screen, all "increasing the risk of a crash". I experience all three described defects on my vehicle. The letter also states that "Parts are not available" and I will be notified when to schedule an appointment. After 9 months I have received no such notice from Ford. The letter further states that if I am "still having difficulty getting (my) vehicle repaired in a reasonable time" that I should write to you, which I am doing. The Ford letter was addressed to my deceased wife, but I am on the title to the vehicle.

For some background, in 2023 and 2024, I experienced a black screen, distorted image and "unavailable" message on the screen of the rear-view camera of the aforesaid Cmax. I took it to Perry Ford, the local dealership, and explained the defect. I was told there was no rear-view camera defect covered by Ford and so I had them replaced the parts at a cost of \$ 2,286.18. I have attached copies of my invoices. It is interesting that the parts I replaced are the same parts that now cause a recall of my vehicle. I felt like I was taken advantage of at that time, and now I am certain I was, given this recall was issued for over 1.5 million Cmax vehicles in 2025. Ford knew those parts were defective in 2024, and should have replaced them for free in 2024. My vehicle's rear-view camera is once again experiencing the aforesaid defects, so even the parts they installed in 2024, at my cost, have failed once again.

I recently nearly had an accident involving a pedestrian walking behind my vehicle in a parking lot. I could not see them because my camera showed a distorted screen. Fortunately, I caught a glimpse of the pedestrian in my mirror, and I avoided a catastrophe.

I contacted Perry Ford on May 5 and asked the service representative when I could expect my Cmax to be repaired because it was dangerous. I was told "there are no recall repair parts available". I said that seemed impossible given the 8-month delay. She said that Ford only designates a few parts for the recall repair, but that I could buy new parts from Ford and have them installed at my cost. I stated that I could not believe such a story.



Surely if Ford could sell me the parts to fix the very defect requiring the recall that they could and must honor their duty under the recall and provide the parts and labor to repair the dangerous vehicle free of charge. That ended the conversation.

More background, Ford discontinued the Cmax in, 2019 so Ford has no incentive to help owners with this problem caused by their defective parts.

I believe there must be many Cmax owners experiencing the same problem. Are there any class action lawsuits against Ford on this issue? My rear-view camera is defective and must be replaced before I am in an avoidable accident. I am [REDACTED] years of age.

Thank you for your help with this matter and look forward to hearing from you.

Sincerely,

[REDACTED]

[REDACTED], San Luis Obispo, CA [REDACTED]

[REDACTED]

[REDACTED]



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

October 2025

SAN LUIS OBISPO, CA

*** IMPORTANT SAFETY RECALL ***

Safety Recall Notice 25SA9 / NHTSA Recall 25V695

2015 C-MAX

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

PERRY



LINCOLN Volkswagen

12200 Los Osos Valley RD. - San Luis Obispo, CA 93405

Service Direct: (805) 544-0850

SERVICE DEPARTMENT HOURS

7:00 a.m. to 5:30 p.m.
Monday - Friday
8:00 a.m. to 4:00 p.m. Saturday

R/O Open Date	R/O Number
12/19/23	
R/O Close Date	
12/19/23	Final
Mileage In	Mileage Out
74321	74321
Service Advisor / Tag #	
Robert Gutierrez/1992*	

B.A.R. # ARD-000634 E.P.A. # CAD981393135

Work Phone				Vehicle Identification Number	
Delivery Date				In-Service Date	
08/23/18					
Year	Make	Model	Body	Color	License Number
2015	FORD	C-MAX ENERGI	5DR HB SEL		

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Cell: [REDACTED]	
#1 - 20DIAG: DIAGNOSIS backup camera is not working, sometimes screen goes black Caused by Hook up IDS and ran self test . Codes received from the APIM and IPM-B modules. Performed pinpoint tests. Found back up camera faulty. Tech: Robert Kranig (127) Installed DM5Z 19G490 B :CAMERA - PARKING 1@509.53 Sub Total: 734.53	225. 509.
#2 - AIR: CHECK TIRE INFLATION AND RESET TO SPEC.TIRES INFLATED TO (PSI) Tech: Robert Kranig (127) Sub Total: .00	
Tues 12/26 8:45 am 8:00 am	

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.

All parts are new unless otherwise noted. Any part number ending in RM, RM-1, RM-2, RM-3, etc., is a remanufactured part.

LABOR	225.
PARTS	509.
DEDUCTIBLE	.
SUBLET	.
SHOP SUPPLIES	.
HAZARDOUS MATERIALS	.
SALES TAX OR TAX I.D.	44.
SPECIAL ORDER DEPOSIT	.
DISCOUNTS	.
TOTAL DUE	779.
Visa/MC/DISC	779.

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

I acknowledge notice and oral approval of an increase in the original estimate price.

X



12200 Los Osos Valley RD. - San Luis Obispo, CA 93405

Service Direct: (805) 544-0850

SERVICE DEPARTMENT HOURS

7:00 a.m. to 5:30 p.m.
Monday - Friday
8:00 a.m. to 4:00 p.m. Saturday

R/O Open Date	R/O Number
12/26/23	
R/O Close Date	Status
12/26/23	Final
Mileage In	Mileage Out
74421	74421
Service Advisor / Tag #	
Robert Gutierrez/2438*	

B.A.R.# ARD-000634 E.P.A.# CAD981393135

[REDACTED]				Work Phone	[REDACTED]
SAN LUIS OBISPO, CA					
Year	Make	Model		Delivery Date	In-Service Date
2015	FORD	C-MAX ENERGI	5DR HB SEL	08/23/18	
				Color	License Number

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Cell: [REDACTED] Email: [REDACTED]	
#1 - 20DIAG: DIAGNOSIS replace rear camera, customer already paid for part Caused by Replaced rear view camera. Tech: Robert Kranig (127) Sub Total: 225.00	225.00

#2 - AIR: CHECK TIRE INFLATION AND RESET TO SPEC.TIRES INFLATED TO (PSI) Caused by Set tire pressures to specs. 35 psi on all 4 tires. Tech: Robert Kranig (127) Sub Total: .00	

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.

All parts are new unless otherwise noted. Any part number ending in RM, RM-1, RM-2, RM-3, etc., is a remanufactured part.

LABOR	225.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	225.00
Visa/MC/DISC [REDACTED]	225.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

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X

PERRY



LINCOLN Volkswagen

12200 Los Osos Valley RD. - San Luis Obispo, CA 93405

Service Direct: (805) 544-0850

SERVICE DEPARTMENT HOURS

7:00 a.m. to 5:30 p.m.

Monday - Friday

8:00 a.m. to 4:00 p.m. Saturday

R/O Open Date	R/O Number
01/09/24	
R/O Close Date	
01/10/24	Final
Mileage In	Mileage Out
75957	75957
Service Advisor / Tag #	
Robert Gutierrez/2510*	

P.A.R.# ARD-000634 E.P.A.# CAD081393135

[REDACTED]				Work Phone	[REDACTED]
SAN LUIS OBISPO, CA [REDACTED]				[REDACTED]	[REDACTED]
Year		Make	Model	Body	Delivery Date
2015		FORD	C-MAX ENERGI	5DR HB SEL	08/23/18
[REDACTED]					in-Service Date
					Color
					License Number

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Cell: [REDACTED] Email: [REDACTED]	
#1 - 20DIAG: DIAGNOSIS customer states main screen went black and not responsive, Caused by Verify concern. Hook up IDS and ran self test on APIM module. Module fails self test. Performed module reset procedure. Module would not recover. Check power and ground circuits. Module needs replacement. Tech: Robert Kranig (127) Tech: Robert Kranig (127) Installed EA5Z 14D212 DA :UNIT - CENTRAL PROCESSIN 1@709.95 Sub Total: 879.95	170. 709.

#2 - AIR: CHECK TIRE INFLATION AND RESET TO SPEC.TIRES INFLATED TO (PSI) Caused by Set tire pressures to 35 psi on all 4 tires. Tech: Robert Kranig (127) Sub Total: .00	

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.

All parts are new unless otherwise noted. Any part number ending in RM, RM-1, RM-2, RM-3, etc., is a remanufactured part.

LABOR	170.
PARTS	709.
DEDUCTIBLE	.
SUBLET	.
SHOP SUPPLIES	.
HAZARDOUS MATERIALS	.
SALES TAX OR TAX I.D.	62.
SPECIAL ORDER DEPOSIT	.
DISCOUNTS	.
TOTAL DUE	942.
Visa/MC/DISC [REDACTED]	942.

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

I acknowledge notice and oral approval of an increase in the original estimate price.

X

PERRY

LINCOLN



Volkswagen

12200 Los Osos Valley RD. - San Luis Obispo, CA 93405

Service Direct: (805) 544-0850

SERVICE DEPARTMENT HOURS

7:00 a.m. to 5:30 p.m.

Monday - Friday

8:00 a.m. to 4:00 p.m. Saturday

B.A.R.# ARD-000634 E.P.A.# CAD981393135

SAN LUIS OBISPO, CA

Work Phone

Home Phone

Year

Make

Model

Body

2015

FORD

C-MAX ENERGI

5DR HB SEL

R/O Open Date

R/O Number

01/17/24

R/O Close Date

01/19/24

Final

Mileage In

Mileage Out

76039

76039

Service Advisor / Tag #

Robert Gutierrez/2260*1

Vehicle Identification Number

Delivery Date

In-Service Date

08/23/18

Color

License Number

DE

ND PARTS

Cell:

Email:

AMOUNT

#1 - 20DIAG: DIAGNOSIS
install apim module
Caused by
Replace APIM module and program to vehicle with
latest software level. Recheck operation. OK.
Tech: Robert Kranig (127)
Sub Total: 340.00

340.00

#2 - PDEL: VEHICLE PICKUP AND DELIVERY EXPERIENCE
Tech: SUBLET (999)

Warranty

#3 - AIR: CHECK TIRE INFLATION AND RESET TO SPEC.TIRES
INFLATED TO (PSI)
Caused by
Set tire pressures to 38 psi on all 4 tires.
Tech: SUBLET (999)
Sub Total: .00

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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.

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LABOR

PARTS

DEDUCTIBLE

SUBLET

SHOP SUPPLIES

HAZARDOUS MATERIALS

SALES TAX OR TAX I.D.

SPECIAL ORDER DEPOSIT

DISCOUNTS

TOTAL DUE

Visa/MC/DISC

340.00

.00

.00

.00

.00

.00

.00

.00

.00

340.00

340.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

I acknowledge notice and oral approval of an increase in the original estimate price.

X

San Luis Obispo, CA

SANTA BARBARA CA 931

29 MAY 2026 PM 2 L



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611128

Administrative
National Highway Safety Administration
1200 New Jersey Ave.
Washington, DC

205904

20590