

06/19/2026

To whom it may concern:

I received a Safety Recall Notice 25SA9/NHTSA dated November 2025, stating there was an issue with the rear-view camera display. I have been experiencing this issue with increasing frequency. I have had no contact from Ford Motor Company. I hope your department can assist in resolving this matter.

Thank you,

[REDACTED]

[REDACTED]

Norman, Ok [REDACTED]

Phone: [REDACTED]

[REDACTED]

B



Ford Motor Company
Customer Service Division
PO Box 1904

November 2025

NORMAN, OK [REDACTED]

*** **IMPORTANT SAFETY RECALL** ***

Safety Recall Notice 25SA9 / NHTSA Recall 25V695

2015 C-MAX

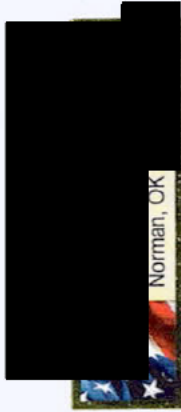
This Notice Applies to Your Vehicle, Vehicle Identification Number (VIN) [REDACTED]

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.

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| 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? | <u>Parts are not available.</u> 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? | <u>When the remedy is available, Ford Motor Company will send a letter to inform you to contact your dealer to schedule a repair.</u>
Ford <u>has not</u> 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. |



OKLAHOMA CITY OK 73011
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National Highway Traffic Safety Administration
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Washington, DC 20590

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