



U.S. Department of Transportation
National Highway Traffic Safety Administration

ODI RESUME

Investigation: PE24030
Prompted By: VOQ and EWR Review
Date Opened: 10/11/2024 **Date:** 02/02/2026
Investigator: Lydia Kocher **Closed:**
Approver: Tanya Topka **Reviewer:** Peter Kivett
Subject: Rear-view Camera Failure

MANUFACTURER & PRODUCT INFORMATION

Manufacturer: Ford Motor Company
Products: 2019 Ford Flex
Population: 35,950

Problem Description: Rear-view camera image can be blank, distorted, or inverted.

FAILURE REPORT SUMMARY

	ODI	Manufacturer	EWR D&I	Other	Total	EWR Field Reports
All Incidents:	85	247	0	4,645	4,459*	CONF
Crashes/Fires:	0	0	0	0	0	0
Injury Incidents:	0	0	0	0	0	0
Number of Injuries:	0	0	0	0	0	0
Fatality Incidents:	0	0	0	0	0	0
Number of Fatalities:	0	0	0	0	0	0

Description of Other:
Warranty Claims

*Total eliminates duplicates received by the manufacturer

ACTION/SUMMARY INFORMATION

Action: This (PE) Preliminary Evaluation is closed with 24V951, 25V695.

Summary:

On October 11, 2024, the Office of Defects Investigation (ODI) opened a Preliminary Evaluation (PE24030) to assess alleged failures of the rear-view camera in Model Year (MY) 2019 Ford Flex vehicles. Complaints submitted to NHTSA through Vehicle Online Questionnaires (VOQs), reviewed by ODI, report blank, distorted,

or inverted rear-view camera images when in reverse. An inverted or upside-down image can provide false information to the driver increasing the risk of a crash. To date, ODI has received 85 VOQ complaints and additional EWR Field Reports with these allegations for MY 2019 Ford Flex vehicles.

During the investigation, ODI found that the MY 2019 Ford Flex vehicle and certain peer vehicles including MY 2015-2018 Flex, MY 2019 Fiesta, Taurus, and Lincoln MKT vehicles are equipped with Magna analog rear-view-only cameras.

On December 20, 2024, Ford filed Recall 24V-951 covering 30,715 MY 2019 Ford Flex, Ford Fiesta, and Lincoln MKT vehicles in which the rear-view camera may intermittently display a blank or distorted image. The dealers will replace the rear-view camera for vehicles in the recall population. Per the recall chronology, teardown of three cameras identified fractured solder joints between the microcontroller and the printed circuit board. Ford indicated that other causal factors are being investigated and asserted that the defect is contained within the camera.

ODI found that certain peer vehicles excluded from Recall 24V-951 showed a high rate of VOQ complaints. Also, ODI identified reports produced by Ford that indicate the peer vehicles have the same issue as the subject vehicles. To address ODI's concern, Ford analyzed some field-returned cameras, as well as Ford's field data and ODI's VOQ data. Ford stated it did not identify a specific root cause in the Magna supplied cameras. However, on October 13, 2025, Ford filed Recall 25V-695 covering 1,448,655 vehicles of various Ford/Lincoln models equipped with Magna supplied cameras. The cameras demonstrate the same blank or distorted images that prompted Recall 24V-951. It should be noted that Ford is conducting a recall of those vehicles by model/model year that exhibit VOQ complaint rates greater than 10 per 100,000 vehicles. For the remaining vehicles (rates less than 10/100K), Ford is providing a warranty extension (15 years/unlimited miles). Ford has stated that the differences in the rates (field performance) are likely due to the differences in the camera related hardware, such as the wiring harness type that are specific by vehicle model/model year.

In view of Ford filing Recall 24V-951 and Recall 25V-695 addressing the subject of this investigation, ODI is closing this Preliminary Evaluation. NHTSA reserves the right to take additional action if warranted by future circumstances. To review the ODI reports cited in the Closing Resume ODI Report Identification Number document, go to [NHTSA.gov](https://www.nhtsa.gov).