



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

OFFICE OF DEFECTS INVESTIGATION

ODI RESUME

Investigation: PE24030

Prompted By: VOQ and EWR Review

Date Opened: 10/11/2024

Investigator: Lydia Kocher

Reviewer: Peter Kivett

Approver: Tanya Topka

Subject: Rear-view Camera Failure

MANUFACTURER & PRODUCT INFORMATION

Manufacturer: Ford Motor Company

Products: 2019 Ford Flex

Population: 35,950 (Estimated)

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:	23	0	0	0	23	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

ACTION/SUMMARY INFORMATION

Action: A Preliminary Evaluation (PE) has been opened.

Summary:

The Office of Defects Investigation (ODI) has received 23 Vehicle Owner Questionnaires (VOQ) and Early Warning Reporting (EWR) field report data alleging rear-view camera failure in model year 2019 Ford Flex vehicles manufactured by Ford Motor Company. The complaints 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.

ODI is opening this Preliminary Evaluation (PE) to determine the scope and severity of the potential problem and to fully assess the potential safety-related problems. To review the ODI reports cited in the Opening Resume ODI Report Identification Number document, go to [NHTSA.gov](https://www.nhtsa.gov).