
From: Smolarek, David (D.T.) [DSMOLAR3@ford.com]
Sent: 8/26/2024 6:15:36 PM
To: Reppenhagen, Nancy (N.B.) [nreppen1@ford.com]; Henney, Travis (J.) [thenney@ford.com]
CC: Smolarek, David (D.T.) [DSMOLAR3@ford.com]
Subject: RE: 2019 Ford Flex Rear Camera Trend
Attachments: NHTSA - VOQs and VINs _ 2019 Ford Flex.xlsx

Nancy – please lead

Travis – VOQs attached for awareness

From: Smolarek, David (D.T.) <dsmolar3@ford.com>
Sent: Monday, August 26, 2024 9:13 AM
To: Afety, S (S.) <safety24@ford.com>; Henney, Travis (J.) <thenney@ford.com>; Beyer, Laura (L.D.) <lbeyer4@ford.com>; Zobel, Gretchen (G.P.) <gzobel@ford.com>; Bell, Jacob (J.) <JBELL216@ford.com>; Haser, Kay (K.) <KHASER2@ford.com>; Perez, Hugo (H.) <hperez38@ford.com>; Baker, Donna (D.J.) <dbaker86@ford.com>
Cc: Smolarek, David (D.T.) <DSMOLAR3@ford.com>
Subject: RE: 2019 Ford Flex Rear Camera Trend

I will create a new GRID item for this

From: Afety, S (S.) <SAFETY24@azureford.mail.onmicrosoft.com>
Sent: Monday, August 26, 2024 8:54 AM
To: Henney, Travis (J.) <thenney@ford.com>; Smolarek, David (D.T.) <dsmolar3@ford.com>; Beyer, Laura (L.D.) <lbeyer4@ford.com>; Zobel, Gretchen (G.P.) <gzobel@ford.com>; Bell, Jacob (J.) <jbell216@ford.com>; Haser, Kay (K.) <khaser2@ford.com>; Perez, Hugo (H.) <hperez38@ford.com>
Subject: FW: 2019 Ford Flex Rear Camera Trend

From: Huertas-Torres, Ayesha (NHTSA) <aysha.huertastorres@dot.gov>
Sent: Monday, August 26, 2024 12:53:30 PM (UTC) Coordinated Universal Time
To: Smolarek, David (D.T.) <DSMOLAR3@ford.com>; Beyer, Laura (L.D.) <lbeyer4@ford.com>
Cc: Afety, S (S.) <safety24@ford.com>; Kivett, Peter (NHTSA) <Peter.Kivett@dot.gov>; Geissler, Joseph (NHTSA) <Joseph.Geissler@dot.gov>; Single, Tom (T.C.) <tsingle@ford.com>
Subject: 2019 Ford Flex Rear Camera Trend

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Good Morning Ford Team,

We are monitoring a trend on MY 2019 Ford Flex vehicles. Consumers are describing a malfunction of their review camera systems resulting in the inability to view behind their vehicle while operating in reverse. Symptoms include a no image displayed on screen, a blue or black screen, a fuzzy/cloudy/flashing image, as well as an inverted image.

- We currently have **24** VOQs received in the past 30 months involving the MY 2019 Ford Flex, is this number consistent with your data? (There are currently no recalls or service actions related to this Model)
- We are also monitoring similar allegations in other Ford model and MY vehicles including:
 - MY 2014-2023 Ford F-150 vehicles (20V-575 and 22V-252),
 - MY 2014-2016, and MY 2020, Ford Escape vehicles (20V-575),

- MY 2017-2020 Ford F-250 vehicles (20V-575, 22V-252, 22V-644, and 23V-573),
- MY 2016-2019 Ford Fusion vehicles,
- MY 2020-2023 Ford Transit vehicles (20V-575, 22V-183, 22V-621, and 23V-598),
- MY 2017-2021 Ford Expedition vehicles (20V-575),
- MY 2015-2017 Ford Mustang vehicles (20V-575, and 22V-082),
- MY 2016-2022 Ford Explorer vehicles (20V-575, 21V-735, 23V-022, 23V-305, 23V-342, 23V-686, and 24V-188), and
- MY 2020-2024 Lincoln Aviator vehicles (21V-223, 21V-735, 23V-022, 23V-342, 23V-598, and 24V-368).

Joseph Geissler is overseeing this trend for VDD-C, and he will share a VOQ/VIN list via SLFTS later today. We would appreciate any information or details that the Ford team may have regarding these allegations that you can share/discuss with ODI.

Thank You,

Ayesha

Pre Investigative Team Lead VDD-C



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