



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

**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
<b>All Incidents:</b>	23	0	0	0	23	CONF
<b>Crashes/Fires:</b>	0	0	0	0	0	0
<b>Injury Incidents:</b>	0	0	0	0	0	0
<b>Number of Injuries:</b>	0	0	0	0	0	0
<b>Fatality Incidents:</b>	0	0	0	0	0	0
<b>Number of Fatalities:</b>	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).