



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

OFFICE OF DEFECTS INVESTIGATION

ODI RESUME

Investigation: RQ26004
Prompted By: VOQ Review
Date Opened: 10/23/2026
Investigator: Lydia Kocher **Reviewer:** Peter Kivett
Approver: Tanya Topka
Subject: Frozen Rear-view Camera Image

MANUFACTURER & PRODUCT INFORMATION

Manufacturer: Ford Motor Company
Products: 2022-2024 Ford Maverick and 2022-2024 Ford Maverick Hybrid
Population: 273,301 (Estimated)
Problem Description: Rear-view camera image may freeze while the vehicle is in reverse

FAILURE REPORT SUMMARY

	ODI	Manufacturer	EWR D&I	Other	Total	EWR Field Reports
All Incidents:	5	0	0	0	5	0
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: Open Recall Query (RQ)

Summary:

In September 2024, Ford Motor Company filed a safety recall (NHTSA recall 24V684) covering certain MY 2022-2024 Ford Maverick vehicles equipped with a Connected Touch Radio (CTR). For these vehicles, the rear-view camera may freeze while the vehicle is in reverse. A frozen image can provide false information for the driver, increasing the risk of a crash. As a remedy, dealers will update the CTR software in affected vehicles.

The Office of Defects Investigation (ODI) has received 5 Vehicle Owner Questionnaires (VOQs) alleging frozen rear-view camera images following the remedy of recall 24V684 in a subset population of Maverick and

Maverick Hybrid vehicles equipped with the CTR. The complaints report a frozen rear-view camera image while in reverse. Further, ODI is aware of a redacted number of related failures reported to ODI by Ford.

The Office of Defects Investigation (ODI) is opening this Recall Query (RQ) to evaluate the remedy effectiveness and scope of recall 24V684 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).