

2024-12-20 24S75 Chronology

On **August 26, 2024**, Ford received an informal inquiry from the National Highway Traffic Safety Administration (NHTSA) Office of Defect Investigation (ODI) related to 24 Vehicle Owner Questionnaires (VOQs) involving 2019MY Ford Flex rear cameras. Customers allege a variety of symptoms including loss of image, blue or black screens, fuzzy/cloudy/flashing image, or inverted image.

On **September 10, 2024**, this was brought to Ford's Critical Concern Group (CCRG) for review.

Beginning in **September 2024**, Ford's Advanced Driver Assistance System (ADAS) team analyzed the returned cameras for root cause investigation, reviewed camera warranty claims for 2019MY Flex vehicles, and conducted a read across for vehicle lines that use the same Magna analog camera family. The warranty review identified an increasing trend in warranty claims for vehicles produced after May 2019. The read across identified similar warranty trends for 2019MY Ford Fiesta and Lincoln MKT produced after June 2019. 2019MY Ford Taurus utilizes a similar camera design but went out of production prior to the above-referred time period.

On **October 21, 2024**, NHTSA opened formal investigation PE24-030.

Between **October and December 2024**, Ford obtained and began teardown on cameras obtained from VOQ customers and employee vehicles. Ford's teardown activity has identified three samples with fractured solder joints between the microcontroller and the PCB. Other potential causal and/or contributory factors continue to be investigated. While Ford has not identified the root cause of the concern, the teams are confident the causal factor is found within the camera itself. Ford's investigation has not identified any causal or contributory factors in the other subject components of the camera system. Ford's warranty analysis suggests an undetermined supplier quality concern existed during the suspect period.

As of **October 21, 2024**, Ford is aware of 1874 US reports related to rear view camera image concerns on 2019 MY Flex vehicles, in the suspect population. There are 41 US reports for MKT and 6 US reports for Fiesta in the suspect population. The first known report of poor image quality was received on August 07, 2019.

As of **December 6, 2024**, Ford is aware of 39 Vehicle Owner Questionnaire (VOQs) related to this concern.

On **December 13, 2024**, Ford's Field Review Committee reviewed the concern and approved a field action.

Ford is not aware of any reports of accident or injury related to this condition.