



U.S. Department of Transportation

**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

October 21, 2025

25V695

Tom Single  
Ford Motor Company  
330 Town Center Drive  
Suite 500  
Dearborn, MI 48126

**Subject:** Rearview Camera Image May Not Display

Dear Tom Single:

This letter serves to acknowledge Ford Motor Company's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

LINCOLN/MKZ/2015  
FORD/EXPLORER/2015  
FORD/TAURUS/2015-2016, 2018-2019  
FORD/C-MAX/2015-2016  
FORD/ESCAPE/2015-2016  
FORD/FLEX/2015-2019  
LINCOLN/MKT/2015, 2019  
FORD/FUSION/2016  
FORD/FIESTA/2019  
FORD/MUSTANG/2020

**Mfr's Report Date:** October 13, 2025

**NHTSA Campaign Number:** 25V695

**Components:**

BACK OVER PREVENTION: SENSING SYSTEM: CAMERA

**Potential Number of Units Affected:** 1,448,655

**Problem Description:**

Ford Motor Company (Ford) is recalling certain 2015-2019 Flex, 2015 Explorer, Lincoln MKT, Lincoln MKZ, 2015-2016 C-Max, Escape, Taurus, 2016 Fusion, 2018-2019 Taurus, 2019 Lincoln MKT, Fiesta,



and 2020 Mustang vehicles. The rearview camera may display a distorted, intermittent, or blank image when the vehicle is in reverse.

**Consequence:**

A rearview camera that fails to properly display an image can reduce the driver's view behind the vehicle, increasing the risk of a crash.

**Remedy:**

Dealers will inspect and replace the rearview camera as necessary, free of charge. Interim letters, notifying owners of the safety risk, are expected to be mailed in October 2025. Additional letters will be sent once the final remedy is available, anticipated June 2026. Owners may contact Ford customer service at 1-866-436-7332. Ford's number for this recall is 25SA9. Vehicle Identification Numbers (VINs) involved in this recall became searchable on NHTSA.gov on October 14, 2025.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-888-275-9171), or go to [www.nhtsa.gov](http://www.nhtsa.gov).

We have received Ford's proposed owner notification letter and it is approved for distribution.

**Please be reminded of the following requirements:**

Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in 49 U.S.C. § 30118(f), submission of eight consecutive quarterly reports followed by three annual reports is required. As described in 573.7, submission of the first of eight consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter. The first of three consecutive annual status reports will be due on, or before, 1 year after the eighth quarterly report was submitted.

Ford Motor Company's contact for this recall will be Dusty Gardner who may be reached by email at [dusty.gardner@dot.gov](mailto:dusty.gardner@dot.gov). We look forward to working with you.

Sincerely,

*Alex Ansley*

Alex Ansley

Chief, Recall Management Division

