



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

Part 573 Safety Recall Report

25V695

Manufacturer Name: Ford Motor Company

Submission Date: Oct 13, 2025

NHTSA Recall No.: 25V695

Manufacturer Recall No.: 25SA9

Manufacturer Information

Population

Manufacturer Name: Ford Motor Company

Address: 330 Town Center Drive
Suite 500
Dearborn MI, 48126-2738

Total number of potentially involved: 1,448,655

Estimated percentage with defect: 1%

Vehicle Information

Vehicle 1: 2015-2019 FORD FLEX

Product Category: Light Vehicles

Product Type: Multipurpose Passenger Vehicle

Fuel / Propulsion:

Production Dates: Aug 27, 2014 - Apr 30, 2019

Number of potentially involved: 89,119

Descriptive Information:

This part was in the recalled population for this model between 08/27/2014 and 04/30/2019.

These vehicles are not produced in VIN order. Information as to the applicability of this action to specific vehicles can best be obtained by either calling Ford's toll-free line (1-866-436-7332) or by contacting a local Ford or Lincoln dealer who can obtain specific information regarding the vehicles from the Ford On-line Automotive Service Information System (OASIS) database.

Vehicle 2: 2018-2019 FORD TAURUS

Product Category: Light Vehicles

Product Type: Passenger Car

Fuel / Propulsion:

Production Dates: May 16, 2017 - Mar 01, 2019

Number of potentially involved: 50,724

Descriptive Information:

This part was in the recalled population for this model between 05/16/2017 and 03/01/2019.

These vehicles are not produced in VIN order. Information as to the applicability of this action to specific vehicles can best be obtained by either calling Ford's toll-free line (1-866-436-7332) or by

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contacting a local Ford or Lincoln dealer who can obtain specific information regarding the vehicles from the Ford On-line Automotive Service Information System (OASIS) database.

Vehicle 3: 2015-2016 FORD TAURUS

Product Category: Light Vehicles

Product Type: Passenger Car

Fuel / Propulsion:

Production Dates: Feb 17, 2014 - Dec 02, 2016

Number of potentially involved: 115,078

Descriptive Information:

This part was in the recalled population for this model between 02/17/2014 and 12/02/2016.

These vehicles are not produced in VIN order. Information as to the applicability of this action to specific vehicles can best be obtained by either calling Ford's toll-free line (1-866-436-7332) or by contacting a local Ford or Lincoln dealer who can obtain specific information regarding the vehicles from the Ford On-line Automotive Service Information System (OASIS) database.

Vehicle 4: 2020-2020 FORD MUSTANG

Product Category: Light Vehicles

Product Type: Passenger Car

Fuel / Propulsion:

Production Dates: Feb 28, 2019 - Dec 16, 2020

Number of potentially involved: 73,745

Descriptive Information:

This part was in the recalled population for this model between 02/28/2019 and 12/16/2020.

These vehicles are not produced in VIN order. Information as to the applicability of this action to specific vehicles can best be obtained by either calling Ford's toll-free line (1-866-436-7332) or by contacting a local Ford or Lincoln dealer who can obtain specific information regarding the vehicles from the Ford On-line Automotive Service Information System (OASIS) database.

Vehicle 5: 2015-2015 LINCOLN MKZ

Product Category: Light Vehicles

Product Type: Passenger Car

Fuel / Propulsion:

Production Dates: Feb 17, 2014 - Mar 29, 2015

Number of potentially involved: 24,170

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This part was in the recalled population for this model between 02/17/2014 and 03/29/2015.

These vehicles are not produced in VIN order. Information as to the applicability of this action to specific vehicles can best be obtained by either calling Ford's toll-free line (1-866-436-7332) or by contacting a local Ford or Lincoln dealer who can obtain specific information regarding the vehicles from the Ford On-line Automotive Service Information System (OASIS) database.

Vehicle 6: 2019-2019 LINCOLN MKT**Product Category:** Light Vehicles**Product Type:****Fuel / Propulsion:****Production Dates:** Jan 30, 2018 - May 31, 2019**Number of potentially involved:** 3,627**Descriptive Information:**

This part was in the recalled population for this model between 01/30/2018 and 05/31/2019.

These vehicles are not produced in VIN order. Information as to the applicability of this action to specific vehicles can best be obtained by either calling Ford's toll-free line (1-866-436-7332) or by contacting a local Ford or Lincoln dealer who can obtain specific information regarding the vehicles from the Ford On-line Automotive Service Information System (OASIS) database.

Vehicle 7: 2015-2015 LINCOLN MKT**Product Category:** Light Vehicles**Product Type:****Fuel / Propulsion:****Production Dates:** Aug 27, 2014 - Dec 10, 2015**Number of potentially involved:** 4,293**Descriptive Information:**

This part was in the recalled population for this model between 08/27/2014 and 12/10/2015.

These vehicles are not produced in VIN order. Information as to the applicability of this action to specific vehicles can best be obtained by either calling Ford's toll-free line (1-866-436-7332) or by contacting a local Ford or Lincoln dealer who can obtain specific information regarding the vehicles from the Ford On-line Automotive Service Information System (OASIS) database.

Vehicle 8: 2016-2016 FORD FUSION**Product Category:** Light Vehicles**Product Type:** Passenger Car

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This part was in the recalled population for this model between 12/13/2014 and 04/04/2016.

These vehicles are not produced in VIN order. Information as to the applicability of this action to specific vehicles can best be obtained by either calling Ford's toll-free line (1-866-436-7332) or by contacting a local Ford or Lincoln dealer who can obtain specific information regarding the vehicles from the Ford On-line Automotive Service Information System (OASIS) database.

Vehicle 9: 2019-2019 FORD FIESTA**Product Category:** Light Vehicles**Product Type:** Passenger Car**Fuel / Propulsion:****Production Dates:** Jun 18, 2018 - May 31, 2019**Number of potentially involved:** 51,143**Descriptive Information:**

This part was in the recalled population for this model between 06/18/2018 and 05/31/2019.

These vehicles are not produced in VIN order. Information as to the applicability of this action to specific vehicles can best be obtained by either calling Ford's toll-free line (1-866-436-7332) or by contacting a local Ford or Lincoln dealer who can obtain specific information regarding the vehicles from the Ford On-line Automotive Service Information System (OASIS) database.

Vehicle 10: 2015-2015 FORD EXPLORER**Product Category:** Light Vehicles**Product Type:** Multipurpose Passenger Vehicle**Fuel / Propulsion:****Production Dates:** Feb 17, 2014 - May 04, 2015**Number of potentially involved:** 182,302**Descriptive Information:**

This part was in the recalled population for this model between 02/17/2014 and 05/04/2015.

These vehicles are not produced in VIN order. Information as to the applicability of this action to specific vehicles can best be obtained by either calling Ford's toll-free line (1-866-436-7332) or by contacting a local Ford or Lincoln dealer who can obtain specific information regarding the vehicles from the Ford On-line Automotive Service Information System (OASIS) database.

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Vehicle 11: 2015-2016 FORD ESCAPE

Product Category: Light Vehicles

Product Type: Multipurpose Passenger Vehicle

Fuel / Propulsion:

Production Dates: Apr 01, 2014 - Mar 20, 2016

Number of potentially involved: 518,893

Descriptive Information:

This part was in the recalled population for this model between 04/01/2014 and 03/20/2016.

These vehicles are not produced in VIN order. Information as to the applicability of this action to specific vehicles can best be obtained by either calling Ford's toll-free line (1-866-436-7332) or by contacting a local Ford or Lincoln dealer who can obtain specific information regarding the vehicles from the Ford On-line Automotive Service Information System (OASIS) database.

Vehicle 12: 2015-2016 FORD C-MAX

Product Category: Light Vehicles

Product Type: Multipurpose Passenger Vehicle

Fuel / Propulsion:

Production Dates: Apr 22, 2014 - Nov 14, 2016

Number of potentially involved: 20,414

Descriptive Information:

This part was in the recalled population for this model between 04/22/2014 and 11/14/2016.

These vehicles are not produced in VIN order. Information as to the applicability of this action to specific vehicles can best be obtained by either calling Ford's toll-free line (1-866-436-7332) or by contacting a local Ford or Lincoln dealer who can obtain specific information regarding the vehicles from the Ford On-line Automotive Service Information System (OASIS) database.

Defect / Noncompliance Description

Description of the defect or noncompliance:

Customers may experience a distorted, intermittent, and/or persistent loss of the rearview camera image.

FMVSS1:

FMVSS2:

Description of the safety risk, including crash, fire, death, injury:

A rearview camera that displays a distorted, intermittent, and/or persistent loss of image while in

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reverse can reduce or distort the driver's view of what is behind the vehicle, increasing the risk of a crash.

Description of the cause:

This action is primarily based on the performance of the rearview camera function on vehicles in the field as evidenced by the number of NHTSA VOQs. Currently, based on minimal camera repeat repairs and observed inconsistent rearview camera quality between 2015 and 2020 model year vehicles, Ford understands that the origin of failures is within the rearview camera.

Identification of any warning that can occur:

None.

Component Manufacturer

Tier of Supplier: Tier 1

Supplier Type:

Name: Magna

Address: 2050 Auburn Rd
Auburn Hills MI, 48236

Country: United States

Involved Components

Component Name 1: Rearview Camera

Component Description: Miami Global Rearview Camera

Component Part Number: DM5T-19G490-A*

Component Name 2: Rearview Camera

Component Description: Miami Global Rearview Camera

Component Part Number: EJ5T-19G490-A*

Component Name 3: Rearview Camera

Component Description: Miami Global Rearview Camera

Component Part Number: EB5T-19G490-A*

Component Name 4: Rearview Camera

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Component Description: Miami Global Rearview Camera
Component Part Number: D2BT-19G490-A*

Component Name 5: Rearview Camera
Component Description: Miami Global Rearview Camera
Component Part Number: D2BT-19G490-B*

Component Name 6: Rearview Camera
Component Description: Miami Global Rearview Camera
Component Part Number: GA8T-19G490-A*

Component Name 7: Rearview Camera
Component Description: Miami Global Rearview Camera
Component Part Number: ES7T-19G490-A*

Component Name 8: Rearview Camera
Component Description: Miami Global Rearview Camera
Component Part Number: EE9T-19G490-A*

Component Name 9: Rearview Camera
Component Description: Miami Global Rearview Camera
Component Part Number: EP5T-19G490-A*

Component Name 10: Rearview Camera
Component Description: Miami Global Rearview Camera
Component Part Number: EG1T-19G490-A*

Chronology

On January 17, 2025, the National Highway Traffic Safety Administration (NHTSA) Office of Defect Investigations (ODI) notified Ford's Critical Concern Review Group (CCRG) of Vehicle Owner Questionnaire (VOQ) trends related to allegations of rearview camera failure on nine different vehicle models. Ford provided an initial response to this request on January 24, 2025 with subsequent follow-up responses.

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On February 13, 2025, this issue was brought to Ford's Critical Concern Review Group for review.

From February to September 2025, Ford conducted an investigation into the rearview camera system allegations, including alleged failures of camera hardware and other SYNC hardware/software issues. Ford investigated physical parts harvested from the field and from vehicle salvage yards. Ford also commenced a thorough data review by reviewing relevant supplier documentation, warranty performance data, and VOQ complaints. In conjunction with the VOQs that NHTSA received, Ford's CCRG's analysis considered the age of the vehicles in question, the state of technology at the time of manufacture, and the nature of the reported failures. Based on the review of all the information, Ford was unable to identify a defect related to motor vehicle safety across all vehicle populations equipped with this analog camera. Throughout this process, Ford's CCRG provided monthly updates on investigation progress to NHTSA's ODI. These conversations occurred primarily during SEL meetings, concluding on September 23, 2025. At that meeting, NHTSA ODI and Ford's CCRG aligned on a plan to differentiate the full population of vehicles manufactured between 2015 MY to 2025 MY into two segments based on the VOQ field performance data as of a certain point-in-time. Those model years above the aligned level would be included in this safety program, and other model years below the aligned level will be covered by a separately administered customer satisfaction program.

As of September 24, 2025 Ford is aware of 12,487 warranty claims related to these concerns, which results in a 8 R/1000 failure rate. The first claim was received on July 10, 2014.

As of October 1, 2025, Ford is aware of 339 VOQs related to this concern.

As of October 1, 2025, Ford is aware of 5 accidents and no injuries related to this concern.

On October 6, 2025, Ford's Field Review Committee reviewed the concern and approved a field action.

Related NHTSA Recall Number:

Description of Remedy

Remedy Type: Inspect, Replace

Consumer Advisories: ☐ Do Not Drive ☐ Park Outside

Description of remedy program:

Owners will be notified by mail and instructed to take their vehicle to a Ford or Lincoln dealer to have the rearview camera inspected and replaced if necessary. There will be no charge for this service.

How remedy component differs from recalled component:

The remedy rearview camera will be produced with an updated process with higher quality control.

Identify how/when recall condition was corrected in production:

Reimbursement Plan

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Manufacturer used general reimbursement plan on file.

Recall Schedule

Description of recall schedule:

Notification to dealers is expected to occur on October 14th, 2025. Mailing of interim remedy owner notification letters is expected to begin October 20th, 2025 and is expected to be completed by October 24th, 2025. Mailing of remedy owner notification letters is expected to begin June 29th, 2026 and is expected to be completed by July 3rd, 2026. The date VINs are planned to be searchable is October 14th, 2025.

Planned Dealer Notification Date: Oct 14, 2025 - Oct 14, 2025

☐ No Dealers

Planned Interim Owner Notification Date: Oct 20, 2025 - Oct 24, 2025

☐ No Owners

Planned Remedy Owner Notification Date: Jun 29, 2026 - Jul 03, 2026

☐ Phased Recall

Date when VIN will be searchable: Oct 14, 2025