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STN A – Box 550
Windsor, ON N9A 6M6



912001797378 F 0000275 / 1097

January 2026

RYAN OWEN
VALARD EQUIPMENT GP LTD 4209 99 STREET
EDMONTON, AB T6E5V7

210244 RBA Edm May 2026

VIN: 1FDUF5HT9HDA03250
2017 Ford F-550 Truck

25S89 / Department of Transport # 2025-449

***** IMPORTANT SAFETY RECALL *****

This notice is sent to you in accordance with the requirements of the *Motor Vehicle Safety Act*. This is to inform you that your vehicle may contain a defect that could affect the safety of a person.

Ford Motor Company of Canada, Limited (Ford) apologizes for this situation and wants to assure you that, with your assistance, we will correct this condition. Our commitment, together with your dealer, is to provide you with the highest level of service and support.

What is the issue?

On your vehicle, the rear view camera could display a blank or distorted image on the center display screen when the vehicle is in reverse. You may also receive a message that the rear view camera is unavailable on the center display screen.

What is the risk?

A rear view camera that displays a blank or distorted image while in reverse can reduce or distort the driver's view of what is behind the vehicle, increasing the risk of a crash.

What will Ford and your dealer do?

Parts are now available to repair your vehicle. Ford has authorized your dealer to inspect the rear view camera operation and replace the camera if necessary, free of charge.

How long will it take?

The time needed for this repair is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

What should you do?

Please call your dealer without delay and request a service date for Recall 25S89. Provide the dealer with your VIN, which is printed near your name at the beginning of this letter.

Ford has not issued instructions to stop driving your vehicle under this safety recall. You should contact your dealer for an appointment to have your vehicle remedied as soon as practicable.

If you do not already have a servicing dealer, you can access ford.ca for dealer addresses, maps, and driving instructions.

Please note: Any vehicle lessor receiving this recall notice should forward a copy of this notice to the lessee within 10 working days.

NOTE: You can receive information about Recalls and Customer Satisfaction Programs through our FordPass App. The app can be downloaded at no charge through the App Store or Google Play.

Have you previously paid for this repair?

If you have previously paid for a repair that addresses the issue described in this letter, you still need to have this recall performed to ensure the correct parts and procedures were used.

You may be eligible for a refund of previously paid repairs. Refunds will only be provided for service related to rear view camera replacement. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer.

What if you no longer own this vehicle?

If you no longer own this vehicle, and have an address for the current owner, please forward this letter to the new owner. You received this notice because government regulations require that notification be sent to the last known owner of record.

Can we assist you further?

If you have difficulties getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.

RETAIL OWNERS: If you have questions or concerns, please contact our **Ford Customer Relationship Centre at 1-800-565-3673** and one of our representatives will be happy to assist you. If you wish to contact us through other channels, please visit: ford.ca/help/contact.

Representatives are available Monday through Friday: 8:00AM - 11:00PM and Saturday 8AM – 8PM EST.

FLEET OWNERS: If you have questions or concerns, please contact our **Ford Pro Contact Centre at 1-800-668-5515**. After the language selection, choose Option #2 for Customer and then Option #1 for Service Support, and one of our representatives will be happy to assist you. Representatives are available Monday through Friday 8:00AM – 8:00PM EST and Saturday 8AM – 5PM EST.

For our deaf and hard-of-hearing customers, please dial 711.

Thank you for your attention to this important matter.

National Service Operations
FORD MOTOR COMPANY OF CANADA, Limited