



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



July 16, 2025

[REDACTED]  
[REDACTED]  
Trenton, NJ [REDACTED]

NEF-109 rrr  
Ref. No. 11637277

Dear [REDACTED]:

Thank you for the letter about your model year (MY) 2017 Ford Explorer vehicle. Your letter was forwarded to the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation. NHTSA's mission is to save lives, prevent injuries, and reduce economic costs due to road traffic crashes, through education, research, safety standards, and enforcement activity. I am pleased to respond.

We appreciate the report you provided. Among other enforcement activities, NHTSA continuously monitors available information to identify potential safety defect trends. As such, reports from motorists are a very important source of information for us. Your MY 2017 Ford Explorer is affected by NHTSA Safety Recall Campaign No. 24V031. The A-pillar trim retention clips may not be properly engaged, allowing them to detach in certain MY 2011 through MY 2019 Ford Explorer vehicles. The repair involves inspecting and replacing the A-trim pillar trim as necessary.

We understand your concerns with the parts delay for Recall 24V031. Please note that it is not unusual for manufacturers to have an inadequate inventory of recall parts shortly after a recall is announced. Recall parts availability can be affected by numerous factors including, but not limited to, redesign, testing, manufacturing, and logistics. In addition, Ford has decided to conduct Recall 24V031 in phases due to the volume of affected vehicles. We encourage you to continue to follow up with Ford and your dealer on the status of the parts availability for the Recall 24V031.

Finally, please complete an electronic Vehicle Owner's Questionnaire on our website at [www.nhtsa.gov](http://www.nhtsa.gov) or call the Vehicle Safety Hotline at 888-327-4236 if you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future. You can also review complaints, safety recalls, manufacturers' service bulletins, etc. on our website. I hope you find this information helpful.

Sincerely,

[REDACTED]

Randy Reid, Chief  
Consumer Engagement Division  
Office of Defects Investigation  
Enforcement