

[Redacted]
Petoskey, MI [Redacted]

6-11-25

Re: 2017 Ford Explorer
Safety Recall notice 25S53 / NHTSA Recall 25V347
VIN. [Redacted]
Part 573.6

Dear National Highway Traffic Safety Administration,

I write to plead your help in obtaining repair resolution for the driver and front passenger door B-pillar trim appliques. Front passenger B-pillar trim flew off 3-15-25 while traveling at 75mph down the highway hitting a vehicle.

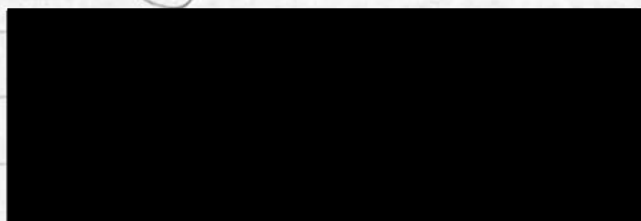
I have contacted my local Brown Motor dealership 231-439-3673 immediately after this & prior to this on monthly basis. Same story they don't have the parts and have no idea when the parts will be available.

This vehicle deems a safety hazard and do not feel it is safe to drive B-pillar driver side at risk to fly off.

[Handwritten mark]

Without the B-pillar trim the vehicle looks like
junk. I am so frustrated and
do appreciate any help you are able to
offer.

Sincerely,





Ford Motor Company
Customer Service Division
PO Box 1904
Dearborn, Michigan 48121



June 2025

PETOSKEY, MI

231-439-3673

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

Safety Recall Notice 25S53 / NHTSA Recall 25V347

2017 Explorer

This Notice Applies to Your Vehicle, Vehicle Identification Number (VIN): 1FM5K8D86HGA15602

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Ford Motor Company has decided that a defect which relates to motor vehicle safety exists in certain 2016 and 2017 Explorer vehicles, including the VIN shown above.

We apologize for this situation and want 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 driver and front passenger door B-pillar trim appliques may become partially or fully detached. You may visually notice the B-pillar trim appliques separating from the top of the front doors when entering/exiting the vehicle and/or hear wind noise and rattling noise as you drive.

What is the risk? This may result in the B-pillar trim appliques detaching while driving. A B-pillar trim applique that detaches while driving can create a road hazard for other vehicles, increasing the risk of a crash.

What will Ford and your dealer do? Parts are not available. Ford Motor Company is working to provide parts for this repair. When the remedy becomes available, Ford Motor Company will notify you via mail to schedule a service appointment with your dealer for repairs to be completed free of charge.

What should you do? When the remedy is available, Ford Motor Company will send a letter to inform you to contact your dealer to schedule a repair.
Ford has not issued instructions to stop driving your vehicle under this safety recall. When the remedy is available, 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.com/support for dealer addresses, maps, and driving instructions.

What should you do? (continued) If you are still having difficulty getting your vehicle repaired in a reasonable time or without charge, you may write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave. S.E., Washington, D.C. 20590 or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-888-275-9171) or go to NHTSA.gov. Reference NHTSA Safety Recall 25V347.

Please note: Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

NOTE: You can receive information about Recalls and Customer Satisfaction Programs through our FordPass App. The app can be downloaded through the App Store or Google Play. In addition, there are other features such as reserving parking in certain locations and controlling certain functions on your vehicle (lock or unlock doors, remote start) if it is equipped to allow control.

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. Our records are based primarily on state registration and title data, which indicate that you are the current owner.

Thank you for your attention to this important matter.

Customer Service Division

GRAND RAPIDS MI 493

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FREEDOM
FOREVER/USA

[REDACTED]
Petoskey, MI

National Highway Traffic Safety Admin.
1200 New Jersey Avenue SE
Washington, D.C. 20590

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