



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



October 22, 2025

[REDACTED]
Petoskey, MI [REDACTED]

NEF-109 rrr
Ref. No. 11670816

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. You state that your vehicle experienced the safety defect identified in NHTSA Safety Recall Campaign No. 25V347, which affects certain MY 2011 through MY 2019 Ford Explorer vehicles. The B-pillar trim retention clips may fail to engage, allowing them to detach. The repair involves inspecting and replacing the B-trim pillar trim as necessary. As you know, the remedy for this recall is currently not available.

We understand your concerns with the parts delay for Recall 25V347. 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 this recall 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 Recall 25V347.

Finally, please complete an electronic Vehicle Owner's Questionnaire on our website at 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