



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



November 10, 2025

[REDACTED]
Graham, TX [REDACTED]

NEF-109 rrr
Ref. No. 11673573

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 indicate that your MY 2017 Ford Explorer experienced the safety defect identified in NHTSA Safety Recall Campaign No. 25V347 prior to receiving the recall notification. You paid to replace the B-Pillar in your vehicle and therefore request a reimbursement.

Federal regulations require a manufacturer conducting a safety recall of motor vehicles or motor vehicle equipment to reimburse owners who have paid to obtain a remedy for the problem within a reasonable time, which in many instances is for repairs made one year prior to the manufacturer's notification. Certain restrictions apply, including the need to submit certain documents to the manufacturer. Owners should follow the instructions in the recall notification letter to file a claim. Please note the final remedy for Recall 25V347 is currently not available. In most cases manufacturers will not reimburse owners for repairs until the final remedy has been established. We encourage you to contact Ford or your dealer if you require further information regarding your reimbursement claim.

While researching your problem we identified that Recall 24V031 is open on your vehicle. The driver and front passenger A-Pillar door trim may detach while driving certain MY 2016 and MY 2017 Ford Explorer vehicles. The remedy for Recall 24V031 is also currently not available. 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 these recalls 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 Recalls 24V031 and 25V347 (enclosed).

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,



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

Enclosure

Looking for more information on this vehicle?

NHTSA offers more safety information based on a vehicle's year, make and model. Check safety ratings, recommended technologies and other safety issues.

[Learn More →](#)

2017

FORD EXPLORER



VIN: [REDACTED]

Recall data refreshed on Nov 06,2025

2 Unrepaired Recalls

associated with this VIN

Jan 19,2024

Manufacturer Recall Number 24S02

NHTSA Recall Number 24V031

Recall Status Recall Incomplete, remedy not yet available

Summary

IN SOME OF THE AFFECTED VEHICLES, IT MAY BE POSSIBLE THAT SOME OF THE EXTERIOR A-PILLAR APPLIQUE TRIM CLIP ATTACHMENTS ARE NOT PROPERLY ENGAGED DUE TO IMPROPER ASSEMBLY OR REPAIR. IF THIS OCCURS, THE A-PILLAR APPLIQUE TRIM, WHICH BORDERS THE RIGHT AND LEFT SIDE OF THE WINDSHIELD, MAY BE LOOSE, MISSING OR BECOME DETACHED.

Safety Risk

AN EXTERIOR A-PILLAR TRIM PART THAT DETACHES WHILE DRIVING CAN CREATE A ROAD HAZARD FOR OTHER ROAD USERS, INCREASING THE RISK OF A CRASH.

Remedy

FORD MOTOR COMPANY IS WORKING CLOSELY WITH ITS SUPPLIERS TO PRODUCE PARTS FOR THIS REPAIR. WHEN PARTS BECOME 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 PARTS AND LABOR. PARTS ARE ANTICIPATED TO BE AVAILABLE TOWARD THE LATTER HALF OF 2024.

Manufacturer's Notes

IF YOU HAVE ANY QUESTIONS REGARDING THIS RECALL, OR BELIEVE ANY OF THIS INFORMATION IS INACCURATE, PLEASE CONTACT FORD DIRECTLY AT 800-392-3673 OR LINCOLN AT 800-521-4140.

If the manufacturer has failed or is unable to remedy this safety recall for your vehicle in a timely manner,

please contact the NHTSA Vehicle Safety Hotline at: [1-888-327-4236](tel:1-888-327-4236) or TTY: [1-888-275-9171](tel:1-888-275-9171) or file an online complaint with NHTSA.

May 23,2025

Manufacturer Recall Number 25S53

NHTSA Recall Number 25V347

Recall Status Recall Incomplete, remedy not yet available

Summary

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.

Safety 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.

Remedy

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.

Manufacturer's Notes

IF YOU HAVE ANY QUESTIONS REGARDING THIS RECALL, OR BELIEVE ANY OF THIS INFORMATION IS INACCURATE, PLEASE CONTACT FORD DIRECTLY AT 800-392-3673 OR LINCOLN AT 800-521-4140.

If the manufacturer has failed or is unable to remedy this safety recall for your vehicle in a timely manner,

please contact the NHTSA Vehicle Safety Hotline at: [1-888-327-4236](tel:1-888-327-4236) or TTY: [1-888-275-9171](tel:1-888-275-9171) or file an online complaint with NHTSA.

Where's my VIN?

Every vehicle has a unique **vehicle identification number**, often referred to as a VIN. Look on the lower left of your car's windshield for your 17-character VIN.

What information will display in the search results?

- When searching by license plate or VIN, you'll learn if a specific vehicle needs to be repaired as part of a recall.