



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

ODI RESUME

Investigation: PE 23-001
Date Opened: 01/27/2023
Investigator: Daniel Hillman **Reviewer:** Peter Kivett
Approver: Stephen Ridella
Subject: Windshield Trim Panel Detachment

MANUFACTURER & PRODUCT INFORMATION

Manufacturer: Ford Motor Company
Products: 2011-2019 Ford Explorer
Population: 1,864,480 (Estimated)

Problem Description: A windshield trim panel can detach while driving at highway speeds. This could cause the detached piece to hit the windshield of a vehicle, or even a motorcyclist, following behind the subject vehicle and cause a loss of vehicle control and a crash.

FAILURE REPORT SUMMARY

	ODI	Manufacturer	Total
Complaints:	164	TBD	TBD
Crashes/Fires:	0	TBD	TBD
Injury Incidents:	0	TBD	TBD
Number of Injuries:	0	TBD	TBD
Fatality Incidents:	0	TBD	TBD
Number of Fatalities:	0	TBD	TBD

ACTION / SUMMARY INFORMATION

Action: Open a Preliminary Evaluation.

Summary:

The Office of Defects Investigation (ODI) has received 164 complaints on model year 2011-2019 Ford Explorer vehicles alleging a windshield trim panel on the vehicle detached while driving at highway speeds. Some of the complaints reported that the driver of the vehicle following behind the subject Ford vehicle allegedly was startled when the trim piece hit the windshield and momentarily lost control of the vehicle.

ODI has opened a Preliminary Evaluation to assess the scope, frequency and consequence of the alleged defect in the subject vehicles.

The ODI reports cited below can be viewed on [NHTSA.gov](https://www.nhtsa.gov) using the following reference numbers:

11497490, 11497214, 11496748, 11491809, 11490115, 11489184, 11486700, 11484465, 11484398, 11484160, 11482519, 11481000, 11479067, 11477314, 11476845, 11475721, 11474698, 11473341, 11473217, 11472207, 11471332, 11470414, 11468081, 11466173, 11464915, 11464179, 11463960, 11460668, 11460232, 11460068, 11459992, 11458199, 11457562, 11456681, 11455330, 11454504, 11452932, 11451873, 11446450, 11444063, 11442217, 11440387, 11436890, 11436709, 11435595, 11435182, 11432613, 11431606, 11431197, 11430627, 11430136, 11429918, 11426503, 11426389, 11426027, 11423661, 11423503, 11421226, 11420502, 11418701, 11418475, 11418090, 11416003, 11414142, 11407271, 11406865, 11406852, 11404915, 11400160, 11399448, 11365466, 11363716, 11362448, 11360235, 11352540, 11350327, 11350264, 11344084, 11338484, 11329017, 11328028, 11282607, 11282459, 11280305, 11253721, 11253267, 11242744, 11241798, 11241043, 11232621, 11229349, 11219639, 11216925, 11197379, 11195976, 11195911, 11195908, 11181370, 11174309, 11170513, 11166085, 11162886, 11162158, 11156014, 11155936, 11155160, 11145368, 11142772, 11139583, 11133449, 11132891, 11122363, 11119670, 11119555, 11113583, 11113576, 11110598, 11102660, 11101206, 11092064,

11091284, 11075250, 11072017, 11065705, 11061001, 11047363, 11047098, 11042881, 11041156, 11030193, 11025183, 11025018, 11022474, 11021648, 11021020, 11016390, 11015341, 11013502, 11013423, 11013308, 11012662, 11011352, 11003482, 11001605, 11000407, 11000185, 11000023, 10993756, 10992897, 10991964, 10985877, 10985070, 10983460, 10978831, 10978604, 10968299, 10968209, 10966454, 10958548, 10934505, 10918132, 10916740, 10916252 and 10915996.