



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

ODI RESUME

OFFICE OF DEFECTS INVESTIGATION

Investigation: PE25007
Prompted By: VOQ Review
Date Opened: 08/07/2025
Date: 08/05/2026
Closed:
Investigator: Jayson Winick
Reviewer: Michael Lee
Approver: Tanya Topka
Subject: B-Pillar Trim Detachment

MANUFACTURER & PRODUCT INFORMATION

Manufacturer: Ford Motor Company
Products: MY 2011-2019 Ford Flex
Population: 232,221

Problem Description: The B-pillar trim piece may detach from the vehicle while driving without warning, resulting in a potential road hazard for other road users, increasing the risk of a crash.

FAILURE REPORT SUMMARY

	ODI	Manufacturer	EWR D&I	Other	Total	EWR Field Reports
All Incidents:	25	115	0	5,470	140*	0
Crashes/Fires:	0	0	0	0	0	0
Injury Incidents:	0	0	0	0	0	0
Number of Injuries:	0	0	0	0	0	0
Fatality Incidents:	0	0	0	0	0	0
Number of Fatalities:	0	0	0	0	0	0

Description of Other:
Warranty Claims

*Total eliminates duplicates received by the manufacturer

ACTION/SUMMARY INFORMATION

Action: This (PE) Preliminary Evaluation is closed with 25V732.

Summary:

On August 7, 2025, the Office of Defects Investigation (ODI) opened PE25007 to investigate instances of B-pillar trim detachment in model year (MY) 2019 Ford Flex vehicles manufactured by Ford Motor Company.

During the investigation, MY 2011-2018 Ford Flex vehicles were analyzed as peer vehicles, and subsequently incorporated into the subject population because they use B-pillar trim pieces that are substantially similar to those used on the MY 2019 Ford Flex vehicles.

In July 2025, prior to the opening of PE25007, ODI and Ford met to discuss B-pillar trim detachment in Ford Flex vehicles. Ford reported that its warranty analysis indicated that Flex B-pillar trim had a low detachment rate and that Ford did not believe this condition posed an unreasonable risk to motor vehicle safety. In July 2025, Ford closed its internal investigation. Because ODI's analysis of complaint data indicated a high failure rate and an increasing failure trend, PE25007 was subsequently opened.

In responding to the information request for PE25007, Ford reassessed the warranty search criteria used in its July 2025 internal investigation. The reassessment found the detachment rate to be substantially higher than what Ford had originally determined. Consequently, in October 2025, Ford issued recall 25V732 based on the reassessed and accurate high failure rate. This recall instructed dealers to inspect the driver and front passenger B-pillar trim pieces and repair/replace if necessary. The vehicles included in this recall were MY 2017-2019 Ford Flex with production dates between February 17, 2017 and December 2, 2019.

In January 2026, Ford issued 25V732 Amendment 1, which updated the remedy to remove the inspection criteria and instead proactively secure the driver and front passenger B-pillar trim with adhesive. The scope of vehicles included in the recall was unchanged by Amendment 1.

ODI's analysis of 25V732 found that both the scope and remedy were insufficient and that an unreasonable safety risk remained despite the recall. MY 2016 Ford Flex was excluded from the recall scope and the rear B-pillar trims on both the driver and passenger side were excluded from the recall. The failure rates of both MY 2016 Ford Flex and rear B-pillar trim pieces were found to be higher than the failure rates in similar trim detachment recalls issued by both Ford and other vehicle manufacturers.

Starting in January 2026, ODI and Ford had multiple meetings to discuss Ford's PE25007 response data and ODI's concern about the 25V732 scope and remedy.

In June 2026, Ford issued 25V732 Amendment 2. This amendment expanded the scope of the recall to add MY 2016-2017 Ford Flex vehicles produced before February 17, 2017. Additionally, this amendment updated the remedy to include removal of and reapplication or replacement of both rear driver and rear passenger B-pillar trim pieces in addition to front driver and front passenger B-pillar trim pieces. This updated remedy applies to all MY 2016-2019 vehicles. Ford expects to complete the mailing of remedy owner notification letters by March 26, 2027. Also, Ford informed ODI that prior model year (MY 2011-2015) vehicles were referred to Ford's Customer Satisfaction forum for consideration of an extended warranty program.

In view of recall 25V732 and its associated amendments, ODI is closing this Preliminary Evaluation (PE). The Agency reserves the right to take additional action if warranted by future circumstances. To review the ODI reports cited in the Closing Resume ODI Report Identification Number document, go to [NHTSA.gov](https://www.nhtsa.gov).