

Source	Report Date	Make	Model	Mdl Yr	VIN	Crash	Alleged Injuries	Alleged Fatalities	Alleged Property Damage	Summary
Legal	9/24/2019	Ford	Flex	2018	[REDACTED]	No	No	No	No	<p>The customer alleges their vehicle has extensive and ongoing problems, of the many issues listed they allege the Driver Front B-pillar trim piece coming loose. The B-pillar trim pieces are not alleged to have detached or come off the vehicle. Other trim pieces are alleged to be loose, but they are ambiguous.</p> <p>No injures or accidents reported, this is a consumer claim.</p> <p>Internal records were reviewed, and these repairs do not seem to have been covered under warranty. Based on the customer verbatims only the driver front B-pillar is related to the subject components of this investigation. The causal factor of this issue is unknown.</p>
Legal	11/12/2019	Ford	Flex	2018	[REDACTED]	No	No	No	No	<p>The customer alleges their vehicle has extensive and ongoing problems, of the many issues listed some are problems with the B-pillar trim pieces being loose. The B-pillar trim pieces are not alleged to have detached or come off the vehicle.</p> <p>No injures or accidents reported, this is a consumer claim.</p> <p>Internal records verify the B-pillar trim piece was loose and replaced with a new one. The causal factor of this issue is unknown.</p>
Legal	9/14/2020	Ford	Flex	2018	[REDACTED]	No	No	No	No	<p>The customer alleges their vehicle has extensive and ongoing problems, of the many issues listed one is that the Right Front B-pillar trim piece is alleged to have detached while driving on the freeway.</p> <p>No injures or accidents reported, this is a consumer claim.</p> <p>Internal records show the right front trim piece was missing when they came in for repair. The dealership cleaned the adhesive of the door and installed a new B-pillar trim piece. Causal factor is believed to be failure of the adhesive.</p>
Legal	9/17/2021	Ford	Flex	2018	[REDACTED]	No	No	No	No	<p>The customer alleges their vehicle has extensive and ongoing problems, of the many issues listed one is that the Left Front B-pillar trim piece was loose at the top due to failure of the adhesive. The B-pillar trim piece is not alleged to have detached or come off the vehicle.</p> <p>No injures or accidents reported, this is a consumer claim.</p> <p>Internal records show front left B-pillar trim came loose three times. Each time it was removed and replaced by the dealer. Causal factors are alleged to be failure of the adhesive.</p>