

FORD MOTOR COMPANY (FORD) RESPONSE TO PE25-007

Request 9

Produce copies of all service, warranty, and other documents that relate to, or may relate to, the alleged defect in the subject and peer vehicles, that Ford has issued to any dealers, regional or zone offices, field offices, fleet purchasers, or other entities. This includes, but is not limited to, bulletins, advisories, informational documents, training documents, or other documents or communications, with the exception of standard shop manuals. Also include the latest draft copy of any communication that Ford is planning to issue within the next 120 days.

Answer

For purposes of identifying communications to dealers, zone offices, or field offices pertaining, at least in part, to alleged B-pillar trim detachment, Ford has reviewed the following FCSD databases and files: The On-Line Automotive Service Information System (OASIS) containing Technical Service Bulletins (TSBs) and Special Service Messages (SSMs); Internal Service Messages (ISMs) contained in CQIS; and Field Review Committee (FRC) files. We assume this request does not seek information related to electronic communications between Ford and its dealers regarding the order, delivery, or payment for replacement parts, so we have not included these kinds of information in our answer.

A description of Ford's OASIS messages, ISMs, and the Field Review Committee files and the search criteria used are provided in the document "PE25-007 Request 9 – Search Criteria".

OASIS Messages: Ford has identified 0 GSBs, 0 SSMs and 1 TSB that may relate to the Agency's request.

The identified Flex B-pillar trim TSB that may relate to the Agency's request appears to erroneously duplicate the instructions from the Explorer B-pillar trim TSB, as the photos referenced in the TSB contain clips and foam donuts on the back side of the trim piece which are not features of the Flex B-pillar trim.

Internal Service Messages: Ford has identified 0 ISMs that may relate to the Agency's request.

Field Review Committee: Ford has identified 0 field service action communications that may relate to the Agency's request.

Ford has not drafted any further communications related to the alleged defect that is the subject of NHTSA's investigation as of this response date of October 10, 2025.