



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

**1200 New Jersey Avenue SE
Washington, DC 20590**

June 03, 2025

25V347

Tom Single
Ford Motor Company
330 Town Center Drive
Suite 500
Dearborn, MI 48126

Subject: Driver and Passenger Door Trim May Detach

Dear Tom Single:

This letter serves to acknowledge Ford Motor Company's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:
FORD/EXPLORER/2016-2017

Mfr's Report Date: May 23, 2025

NHTSA Campaign Number: 25V347

Components:
STRUCTURE:BODY

Potential Number of Units Affected: 492,145

Problem Description:
Ford Motor Company (Ford) is recalling certain 2016-2017 Explorer vehicles. The driver and front passenger B-Pillar door trim may detach while driving.

Consequence:
Door trim that detaches while driving can create a road hazard, increasing the risk of a crash.

Remedy:
The remedy is currently under development. Owner notification letters notifying owners of the safety risk are expected to be mailed June 9, 2025. A second letter will be sent once the remedy is available. Owners may contact Ford customer service at 1-866-436-7332. Ford's number for this recall is 25S53.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-888-275-9171), or go to www.nhtsa.gov.

Please ensure the following requirements are met:

Remedy Not Supplied

Provide a description of the recall remedy as required by 49 CFR §573.6(8)(i), in an amended Part 573 Recall Report through the NHTSA Recalls Portal.

AMENDED 573 REQUIRED.

We have received Ford's proposed interim owner notification letter and it is approved for distribution.

Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in 49 U.S.C. § 30118(f), submission of eight consecutive quarterly reports followed by three annual reports is required. As described in 573.7, submission of the first of eight consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter. The first of three consecutive annual status reports will be due on, or before, 1 year after the eighth quarterly report was submitted.

Ford Motor Company's contact for this recall will be Dusty Gardner who may be reached by email at dusty.gardner@dot.gov. We look forward to working with you.

Sincerely,

Alex Ansley

Alex Ansley
Chief, Recall Management Division
Office of Defects Investigation
Enforcement