



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

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

June 17, 2025

25V393

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

**Subject:** Second-Row Seat May Move Unexpectedly

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/2020-2025  
LINCOLN/AVIATOR/2020-2025

**Mfr's Report Date:** June 13, 2025

**NHTSA Campaign Number:** 25V393

**Components:**

SEATS:MID/REAR ASSEMBLY

**Potential Number of Units Affected:** 304,662

**Problem Description:**

Ford Motor Company (Ford) is recalling certain 2020-2025 Aviator, and Explorer vehicles. The switch for the easy-entry second-row outer seats may bind or stick, resulting in the seats unlatching, folding, or sliding unexpectedly while driving.

**Consequence:**

A seat that moves unexpectedly may not properly restrain an occupant during a crash, increasing their risk of injury.

**Remedy:**



Dealers will inspect the second-row seat switch, and replace the bezel around the switch as necessary, free of charge. Owner notification letters notifying owners of the safety risk are expected to be mailed June 23, 2025. Second letters 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 25S67.

**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](http://www.nhtsa.gov).

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

**Please be reminded of the following requirements:**

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).

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](mailto: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