



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

Part 573 Safety Recall Report

25V732

Manufacturer Name: Ford Motor Company

Submission Date: Oct 24, 2025

NHTSA Recall No.: 25V732

Manufacturer Recall No.: 25SB8

Manufacturer Information

Population

Manufacturer Name: Ford Motor Company

Address: 330 Town Center Drive
Suite 500
Dearborn MI, 48126-2738

Total number of potentially involved: 64,938

Estimated percentage with defect: 2.5%

Vehicle Information

Vehicle 1: 2017-2019 FORD FLEX

Product Category: Light Vehicles

Product Type: Multipurpose Passenger Vehicle

Fuel / Propulsion:

Production Dates: Feb 17, 2017 - Dec 02, 2019

Number of potentially involved: 64,938

Descriptive Information:

Ford's team reviewed plant records to determine the population of affected parts. The recalled part was introduced into production on 2/17/2017 and production ended on 12/2/2019.

These vehicles are not produced in VIN order. Information as to the applicability of this action to specific vehicles can best be obtained by either calling Ford's toll-free line (1-866-436-7332) or by contacting a local Ford or Lincoln dealer who can obtain specific information regarding the vehicles from the Ford On-line Automotive Service Information System (OASIS) database.

64,938 Flex vehicles are affected.

Defect / Noncompliance Description

Description of the defect or noncompliance:

Driver and front passenger door B-pillar trim appliques may detach from the vehicle while driving.

FMVSS1:

FMVSS2:

Part 573 Safety Recall Report

25V732

Description of the safety risk, including crash, fire, death, injury:

A B-pillar trim applique that detaches while driving can create a road hazard for other road users, increasing the risk of a crash.

Description of the cause:

The repositioning of the front driver door trim applique's 2-way locator feature increased outward reaction force on the part. Furthermore, during installation at the vehicle assembly plant, the operators inconsistently used the hand rollers to promote adhesion of the part to the door sheet metal.

Identification of any warning that can occur:

Customers may visually notice the B-pillar trim appliques separating from the top of the front doors when entering/exiting the vehicle and/or hear wind noise and rattling noise as they drive.

Component Manufacturer

Tier of Supplier: Tier 1

Supplier Type:

Name: ABC Technologies (Bellevue Plant 1)

Address: 560 Goodrich Rd.
Bellevue OH, 44811

Country: United States

Involved Components

Component Name 1: Pillar Black RH

Component Description: Right Front Door B-Pillar Applique

Component Part Number: BA83-7420554-AAW

Component Name 2: Pillar Black LH

Component Description: Left Front Door B-Pillar Applique With Keypad

Component Part Number: BA83-7420555-ABW/ACW/ADW/AEW/AFW/AGW

Chronology

May 2025

On May 21, 2025, Ford's Automotive Safety Office (ASO) shared details of the Explorer B-pillar detachment recall (25S53/25V347) with the National Highway Traffic Safety Administration's Office of

Part 573 Safety Recall Report

25V732

Defect Investigations (NHTSA ODI) Team. During this discussion, NHTSA ODI team members noted Ford had issued Technical Service Bulletin 20-247 in December 2020 which provided guidance on addressing loose driver side B-pillar front door trim appliques on Flex vehicles. On May 27, 2025, Ford Critical Concern Review Group (CCRG) opened an investigation into this concern.

June - July 2025

Ford understood from the prior Recall (25S53/25V347), that B-pillar trim detachments can be caused by a combination of two factors 1) use of a foam donut on the 4-way locator of the B-pillar trim applique which can decrease the consistency of the wet-out process of the tapes during installation due to the additional reaction load, and 2) inconsistent usage of the hand rollers required during the tape wet-out installation process by Chicago Assembly Plant (CAP) operators. During the CCRG's read across evaluation of Flex B-pillar trim detachments, in May 2025, the CCRG identified differences relative to Explorer B-pillar trim detachments. For instance, the Flex B-pillar trim pieces did not utilize foam donuts or similar features. Additionally, the Flex was produced at the Oakville Assembly Complex (OAC), not CAP. Additionally, an initial warranty analysis conducted indicated that Flex B-pillar trim had a low detachment rate. Based on CCRG's understanding of the part design differences, the different assembly plants, and this low occurrence rate, the CCRG did not believe this concern posed an unreasonable risk to safety and closed its investigation on July 1, 2025.

August 2025

On August 7, 2025, NHTSA opened Preliminary Evaluation (PE25-007) to investigate allegations of B-pillar trim detachment in 2019 Flex vehicles. NHTSA provided their information request for this investigation on August 28, 2025.

September 2025

In September 2025, ASO engaged in preparing the response to PE25-007. In doing so, ASO compiled data responsive to the request and reassessed the warranty search criteria used in the previous CCRG investigation, which had led Ford to believe that the occurrence rate of B-pillar trim panel separation was lower than what was subsequently determined. Based on this finding, the CCRG reopened their investigation on September 23, 2025.

October 2025

In October 2025, ASO and Ford's Body Exterior Engineering team members determined that the B-Pillar trim separation failure mode, seen primarily on the front doors, is driven by a combination of two factors. The first factor identified is a design change and repositioning of the front driver door trim's 2-way locator feature on February 17, 2017. The locator change created the possibility of interference between the applique and door sheet metal, increasing the reaction load during assembly and potentially decreasing wet out consistency. The second factor was inconsistent usage of the hand rollers at OAC. On October 10, 2025, ASO provided Ford's assessment and answers to NHTSA's PE25-007 IR. As of October 10, 2025, Ford is aware of 1601 warranty claims, 20 fields reports, 8 consumer complaints, 8 customer surveys, 1 legal claim, and 13 VOQs for front B-pillar trim separation on US Flex vehicles built on or after February 17, 2017.

On October 17, 2025, Ford's Field Review Committee reviewed the concern and approved a field action.

Ford is not aware of any reports of accident or injury related to this condition.

Related NHTSA Recall Number:

Description of Remedy

Part 573 Safety Recall Report

25V732

Remedy Type: Inspect, Repair, Replace

Consumer Advisories: ☐ Do Not Drive ☐ Park Outside

Description of remedy program:

Owners will be notified by mail and instructed to take their vehicle to a Ford or Lincoln dealer to have the front driver and passenger side door B-pillar trim appliques inspected for proper adhesion and repaired/replaced if necessary. There will be no charge for this service.

How remedy component differs from recalled component:

The remedy B-pillar applique components (BA83-7420554-* and BA83-7420555-*) will be properly adhered to the vehicle.

Identify how/when recall condition was corrected in production:

The root cause of the recall condition remained a part of the assembly process until the end of Flex production on 12/2/2019.

Reimbursement Plan

Manufacturer used general reimbursement plan on file.

Recall Schedule

Description of recall schedule:

Notification to dealers is expected to occur on October 28, 2025. Mailing of interim owner notification letters is expected to begin December 8, 2025, and is expected to be completed by December 12, 2025. The date VINs are planned to be searchable is October 28, 2025.

Planned Dealer Notification Date: Oct 28, 2025 - Oct 28, 2025

☐ No Dealers

Planned Interim Owner Notification Date: Dec 08, 2025 - Dec 12, 2025

☐ No Owners

Planned Remedy Owner Notification Date:

☐ Phased Recall

Date when VIN will be searchable: Oct 28, 2025