



Service Engineering Operations
Customer Service Division

Ford Motor Company
PO Box 1904
Dearborn, Michigan 48121

March 27, 2026

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD – Supplement #1**
Safety Recall 25S91
 Certain 2016-2019 Model Year Taurus Vehicles
 Exterior B-Pillar Applique Trim Repair/Replacement

REF: **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD**
Safety Recall 25S91
 Certain 2016-2019 Model Year Taurus Vehicles
 Exterior B-Pillar Applique Trim Repair/Replacement – Date: February 10, 2026

New! REASON FOR THIS SUPPLEMENT

- **REPAIR PHOTO SUBMISSION:** Due to high demand of part replacements, a photo of the front door B-pillar applique trim is now required prior to replacement.
- **SUPPLEMENTAL LABOR ALLOWANCES:** Adding SSSC photo submission labor operation 25S91ZZ.
- **PARTS REQUIREMENTS / ORDERING INFORMATION:** Adding restricted part ordering procedures.

AFFECTED VEHICLES (U.S. Population Of Affected Vehicles 102,152):

Vehicle	Model Year	Assembly Plant	Build Date Range
Taurus	2016	Chicago	July 25, 2016 through March 1, 2019
	2017		
	2018		
	2019		

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS SAFETY RECALL

In all of the affected vehicles, customers may experience partially or fully detached B-pillar trim appliques on the front driver and passenger doors. Customers may visually notice the B-pillar trim applique separating from the top of the front doors when entering/exiting the vehicle. Customers may also hear wind noise and rattling noise while driving. B-pillar trim applique detachment while driving can create a road hazard for other road users, increasing the risk of a crash.

SERVICE ACTION

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to secure the B-pillar trim applique on the front driver and/or passenger doors with added adhesive. This service must be performed on all affected vehicles at no charge to the vehicle owner. For new vehicle storage guidelines, refer to EFC13033, Storage Guidelines for New Vehicles.

FSA PROGRAM OPTIONS

Program Option	Eligibility	Comments
Mobile Repair	No	See Mobile Service Repair Assessment Level section below, if applicable.
Over-the-Air (OTA) Update	No	See Over-The-Air (OTA) Updates section of the FSA Policy Document, if applicable.
Rentals	Yes	See the Rental Vehicles section below, if applicable.
Alternative Transportation Available	No	See Alternate Transportation section in the FSA Policy Document.
Pickup & Delivery (PDL)	Yes	See Pickup & Delivery section in the FSA Policy document.
Towing	No	See Towing section below, if applicable.
Essential Special Service Tools (ESST)	No	See Technical Instructions and/or Workshop Manual (WSM) as needed.
Administrative Allowance	No	See Administrative Allowance section in FSA Policy Document, and if applicable, Labor Allowances table below.
Owner Refunds	Yes	See Owner Refunds section below, if applicable.
Photo Submission	Yes	See Repair Photo Submission section below, if applicable.

Note: For further information on certain Program Options above, see the corresponding section within the FSA Policy Document.

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters were mailed the week of February 23, 2026 or sooner. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

PLEASE NOTE

Federal law requires dealers to complete this recall service before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a dealer could result in a civil penalty of up to \$27,168 per vehicle. Correct all vehicles in your new vehicle inventory before delivery.

ATTACHMENTS

- Technical Instructions
- Owner Notification
- Mobile Repair/Vehicle Pickup & Delivery Record
- Recall Reimbursement Plan

REFERENCE MATERIAL

- Warranty & Policy Manual (located on FMCDealer Warranty Portal Page):
www.fmcdealer.dealerconnection.com/content/fmcdealer/us/en/parts_service/wty.html

- FSA Policy Document (located on FMCDealer FSA Resources Page for Ford and Lincoln dealerships):
www.fmcdealer.dealerconnection.com/content/fmcdealer/us/en/parts_service/fsa/rsc.html
- FSA Policy Document (located on the Fleet SharePoint site for Fleets with in-house warranty):
<https://azureford.sharepoint.com/sites/OneWarrantySolution/usfleet/SitePages/Home.aspx>

QUESTIONS & ASSISTANCE

For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site. The SSSC Web Contact Site can be accessed through the Professional Technician System (PTS) website using the SSSC link listed at the bottom of the OASIS VIN report screen or listed under the SSSC tab.

Customer Service Division

Safety Recall 25S91 – Supplement #1**MOBILE SERVICE REPAIR ASSESSMENT LEVEL**

- All Vehicles Affected.
 - Ⓢ - Not a Mobile Service Repair (MRA5)

OASIS ACTIVATION

OASIS was activated on September 15, 2025.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on February 10, 2026. Owner names and addresses will be available by February 23, 2026.

NOTE: Your FSA VIN Lists may contain owner names and addresses obtained from motor vehicle registration records. The use of such motor vehicle registration data for any purpose other than in connection with this recall is a violation of law in several states, provinces, and countries. Accordingly, you must limit the use of this listing to the follow-up necessary to complete this recall.

SOLD VEHICLES

- Ford has not issued instructions to stop selling/delivering or driving used vehicles under this safety recall. Owners should contact their dealers for an appointment to have their vehicles remedied as soon as practicable.
- Immediately contact any of your affected customers whose vehicles are not on your VIN list but are identified in OASIS. Give the customer a copy of the Owner Notification Letter (when available) and schedule a service date.
- Correct other affected vehicles identified in OASIS which are brought to your dealership.
- Dealers are to prioritize repairs of customer vehicles over repairs of new and used vehicle inventory.

STOCK VEHICLES

- Correct all affected units in your new vehicle inventory before delivery.
- Use OASIS to identify any affected vehicles in your used vehicle inventory.

DEALER-OPERATED RENTAL VEHICLES

The Fixing America's Surface Transportation (FAST) Act law effective June 2016 prohibits a rental company from selling, renting, or leasing vehicles subject to a safety or compliance recall. Please consult your legal counsel for legal advice.

BRANDED / SALVAGED TITLE VEHICLES

Affected branded / salvaged title vehicles are eligible for this recall.

OWNER REFUNDS

- **This Safety Recall must still be performed, even if the owner has paid for a previous repair. Claiming a refund will not close the recall on the vehicle.**
- Ford Motor Company is offering a refund for owner-paid repairs covered by this recall if the repair was performed before the date indicated in the reimbursement plan, which is posted with this bulletin. Owners are directed to seek reimbursement through authorized dealers or, at their option, directly through Ford Motor Company at PO Box 6251, Dearborn, MI 48121-6251.
- Dealers are also pre-approved to refund owner-paid emergency repairs that were performed away from an authorized servicing dealer after the end date specified in the reimbursement plan. Non-covered repairs, or those judged by Ford to be excessive, will not be reimbursed.

Safety Recall 25S91 – Supplement #1**OWNER REFUNDS – Continued:**

- Refunds will only be provided for the cost associated with replacement of the B-pillar trim applique on the front driver and/or passenger door.

RENTAL VEHICLES

Dealers are pre-approved for up to 1 days for a comparable rental vehicle. Follow Customer Loyalty Program (CLP) guidelines for dollar amounts. Rentals will only be reimbursed for the day(s) the vehicle is at the dealership for part replacement. Prior approval for more than 1 rental day(s) is required from the Centralized Loaner Support Team. Contact the Centralized Loaner Support Team via the CRC Dealer Portal for consideration and approval if appropriate.

Dealers may request a rental vehicle when Ford parts are on backorder; prior approval is required from the Centralized Loaner Support Team via the CRC Dealer Portal.

- If the vehicle is off road, then refer to EFC14236. VOR escalation is required in DOW.

The CRC Dealer Portal Job Aid can be referenced at:

fmcdealer.dealerconnection.com/content/dam/fmcdealer/documents/parts_service/cust_sat/GCCT/Pages/FSALoanerProgram.pdf

New! REPAIR PHOTO SUBMISSION

Ford has requested photo evidence of damaged or missing part prior to performing this FSA.

- *The SSSC must provide approval prior to performing the repair.*
- *Contact the SSSC and upload the necessary photo or copy of documentation as an attachment for review. Provide a picture of the B-pillar for the driver's side and passenger's side front doors as applicable. This can be done in two ways:*
 - *Directly in the SSSC contact request form while submitting your contact on your desktop.*
 - *Via PTS Mobile under the Images / Files Upload menu selection*
 - *You should select SSSC in the sub-menu and ensure your P&A code is correct. Upload the photo(s) by selecting the appropriate FSA with the option to use a prior contact ID. These photo(s) will be associated with your SSSC contact during submission.*
 - *If you have not submitted a SSSC contact yet, then you can still upload the photo(s) via PTS Mobile, and the photo(s) will be available when opening your SSSC contact for this VIN and recall.*
- *Upon approval, the SSSC will provide an approval code that must be used for claiming.*

ADDITIONAL REPAIR (LABOR TIME AND/OR PARTS)

Additional repairs identified as necessary to complete the FSA should be managed as follows:

- For related damage and access time requirements, refer to the Warranty and Policy Manual / Section 6 – Ford & Lincoln Program Policies / General Information & Special Circumstances for FSAs / Related Damage.
- **For vehicles within new vehicle bumper-to-bumper warranty coverage, no SSSC approval is required**, although related damage must be on a separate repair line with the “Related Damage” radio button checked.
 - Ford vehicles – 3 years or 36,000 miles
- **For vehicles outside new vehicle bumper-to-bumper warranty coverage:**
 - Submit an Approval Request to the SSSC Web Contact Site before completing the repair.
- See “Additional Repair Info” in the FSA Policy Document for further Terms and Conditions.

Safety Recall 25S91 – Supplement #1**CLAIMS PREPARATION AND SUBMISSION**

- **Technician Competency Requirement:** The STST Competency 10 certification requirement in the U.S. market only will be enforced starting with repair orders opened on or after August 31, 2024. FSA repairs will be rejected, and the claim will not be paid if the repairing technician is not certified in STST Competency 10 FSA. See EFC15936 for more details.
- **Claim Entry:** Enter claims using Dealer Management System (DMS) or One Warranty Solution (OWS) online.
 - When entering claims, select claim type **31**: Field Service Action. The FSA number 25S91 is the subcode.
 - For additional claims preparation and submission information, refer to the Recall and Customer Satisfaction Program (CSP) Repairs in the OWS User Guide.
- **Related Damage/Additional labor and/or parts:** Must be claimed as Related Damage on a separate repair line from the FSA with the same claim type and subcode as described in Claim Entry above.

IMPORTANT: Click the Related Damage Indicator radio button.
- **Rentals:** For rental vehicle claiming, follow Customer Loyalty Program (CLP) guidelines for dollar amounts. Enter the total amount of the rental expense under the Miscellaneous Expense code **RENTAL**.
- **Refunds:** Submit refunds on a separate repair line.
 - Program Code: 25S91
 - Misc. Expense: ADMIN
 - Misc. Expense: REFUND
 - Misc. Expense: 0.2 Hrs.
 - Multiple refunds should be submitted on one repair line and the invoice details for each repair should be detailed in the comments section of the claim.
- **Provision for Locally Obtained Supplies:** Includes 3M 08237 (Adhesive), 3M 8193 (Adhesive mixer nozzle), 3M 7498 (Stripe Off Wheel), Adhesive Remover, Fishing Line (40 lb. Test), Shop Towels, Isopropyl Alcohol or Denatured Alcohol, and Scotch Brite Pad. Submit on the same line as the repair.
 - Program Code: 25S91
 - Misc. Expense: OTHER
- Misc. Expense: Claim up to \$240.00

Safety Recall 25S91 – Supplement #1

LABOR ALLOWANCES

Note: Only one labor operation may be claimed from this table. (Additional supplemental labor operations may be claimed from the Supplemental Labor Allowances table.)

Description	Labor Operation	Labor Time Hour(s)
Vehicles with Keyless Entry Keypad		
<u>Repair – Both Doors:</u> Remove, clean, and epoxy both front door trim appliques. This labor operation code closes the FSA.	25S91B	1.5
<u>Repair – Driver’s Side:</u> Remove, clean, and epoxy driver’s side front door trim applique. NOTE: Must be claimed with 25S91G This labor operation code closes the FSA.	25S91C	1.0
<u>Repair – Passenger’s Side:</u> Remove, clean, and epoxy passenger’s side front door trim applique. Note: Must be claimed with 25S91F This labor operation code closes the FSA.	25S91D	0.6
<u>Replace – Both Doors:</u> Remove, clean, and replace both front door trim appliques. This labor operation code closes the FSA.	25S91E	1.6
<u>Replace – Driver’s Side:</u> Remove, clean, and replace driver’s side front door trim applique. NOTE: Must be claimed with 25S91D	25S91F	1.0
<u>Replace – Passenger’s Side:</u> Remove, clean, and replace passenger’s side front door trim applique. NOTE: Must be claimed with 25S91C	25S91G	0.7
Vehicles Without Keyless Entry Keypad		
<u>Repair – Both Front Doors:</u> Remove, clean, and epoxy both front door trim appliques. This labor operation code closes the FSA.	25S91H	1.2
<u>Repair – Driver or Passenger Door:</u> Remove, clean, and epoxy driver or passenger front door trim applique. NOTE: Must be claimed with 25S91K or 25S91L This labor operation code closes the FSA.	25S91J	0.6
<u>Replace – Driver’s Side:</u> Remove, clean, and replace front driver’s door trim applique. NOTE: Must be claimed with 25S91J	25S91K	0.7

Safety Recall 25S91 – Supplement #1

LABOR ALLOWANCES – Continued:

Description	Labor Operation	Labor Time Hour(s)
Vehicles Without Keyless Entry Keypad		
<u>Replace – Passenger’s Side:</u> Remove, clean, and replace front passenger’s door trim applique. NOTE: Must be claimed with 25S91J	25S91L	0.7
<u>Replace – Both Front Doors:</u> Remove, clean, and replace both front door trim appliques. This labor operation code closes the FSA.	25S91M	1.3

New! SUPPLEMENTAL LABOR ALLOWANCES These labor operation codes DO NOT close the FSA.

Note: Claim any relevant supplemental labor operations in addition to the primary labor operation.

Description	Labor Operation	Labor Time Hour(s)
Ford Vehicle Pick-Up & Delivery Allowance: This allowance is only for <u>non-eligible</u> 2026 Remote Experience Program Dealers. NOTE: This allowance is for dealer-performed vehicle Pick-Up & Delivery for dealership repairs only. Can only be claimed once, regardless of outstanding FSAs repaired.	25S91PP	0.5
<i>Time allowed to submit photos to SSSC for replacement approval code.</i>	<i>25S91ZZ</i>	<i>0.2</i>

New! PARTS REQUIREMENTS / ORDERING INFORMATION

Restricted Part Ordering:

To place an order for all parts in this recall, submit a VIN-specific Part Order contact via the SSSC Web Contact Site.

If parts are on backorder, vehicle must be present in the dealership. The VIN-specific part order must provide the following:

- 1. Attach a photo of vehicle mileage.*
- 2. Attach a photo of door tag showing VIN.*
- 3. If the vehicle is off road, then refer to EFC14236. VOR escalation is required in DOW.*

Less than 10% of the affected vehicle population is expected to require a B-pillar applique trim replacement.

Safety Recall 25S91 – Supplement #1

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
AG1Z-5420554-AC	1	1	1	Righthand B-Pillar Trim
DG1Z-5420555-AA	1	1	1	Lefthand B-Pillar Trim Less Keyless Entry Keypad
CG1Z-5420555-CB	1	1	1	Lefthand B-Pillar Trim with Keyless Entry Keypad
AG1Z-5421452-A	1	1	1	Righthand Window Glass Moulding
AG1Z-5421453-A	1	1	1	Lefthand Window Glass Moulding
AG1Z-5420554-AC	1	1	1	Righthand B-Pillar Trim

Dealers will be notified via a DOES II communication if circumstances warrant a change in part supply strategy and when open ordering resumes.

ADDITIONAL PARTS LIST:

NOTE: These are to be obtained locally, see “Provision for Locally Obtained Supplies” under CLAIMS PREPARATION AND SUBMISSION section of this bulletin. Must be claimed under Misc. Expenses.

This adhesive **must** be used for the repair/replacement of the B-pillar applique trim.

Locally Obtained	Package Order Quantity	Number in Package	Description
3M 08237	1	1	3M Adhesive
3M 8193	1	6	3M Adhesive Mixer Nozzle

DEALER PRICE

For the latest prices, refer to DOES II.

PARTS RETENTION, RETURN, & SCRAPPING

Please refer to the FSA Policy Document for any and all questions on parts.

EXCESS STOCK RETURN

Please refer to the FSA Policy Document for any and all questions on parts.

REPLACED FSA PARTS INSPECTION AND SIGN OFF

Please refer to the FSA Policy Document for any and all questions on parts.

CERTAIN 2016-2019 MODEL YEAR TAURUS VEHICLES — EXTERIOR B-PILLAR APPLIQUE TRIM REPAIR/REPLACEMENT

NEW! SERVICE INSPECTION PROCEDURE

IMPORTANT! The Service Technician Specialty Training (STST) Competency 10 certification requirement, in the U.S. market only, will be enforced starting with repair orders opened on or after August 31, 2024. Field Service Action (FSA) repairs will reject and the claim will not be paid if the repairing technician is not certified in STST Competency 10 FSA. See Electronic Field Communication (EFC) 15936 for more details.

NOTE: In this procedure, Explorer front door B-pillar applique trim are shown, Taurus front door B-pillar applique trim similar.

NOTE: Perform this procedure on both front doors.

1. Inspect both front B-pillar applique trim. Answer the question for each B-pillar applique trim inspected.

• Is the front B-pillar applique trim damaged and/or missing?

***Yes** - Take clear photo(s) of the VIN and the one or both damaged/missing B-pillar applique trim. Contact the Special Service Support Center (SSSC) and submit the photos. See Page 29 for instructions on SSSC photo submissions. Then, proceed to Replacing the Front B-pillar Applique Trim Repair Procedure on Page 16.*

***No** - Proceed to Repairing the Front B-pillar Applique Trim Repair Procedure on Page 2.*

Recommended Tool List	
Safety Glasses	Isopropyl Alcohol
Nitrile (or equivalent) Rubber Gloves	Repair Adhesive (3M 08237)
Protective Mechanic / Leather Gloves	Adhesive Remover
Stripe Off Wheel (3M 7498)	Fishing Line - 40 lb. Test
Mechanics Wire or Crochet Hook	Shop Towels
Scotch-Brite™ 7447	Scissors
Adhesive Mixer Nozzle (3M 8193) or Equivalent	Marker
Adhesive Applicator Gun (MIXPAC DM2X 200 or equivalent; Fusor 502 gun 200ml acceptable tool)	Small Ruler
Body/Masking Tape	Plastic Trim Tools



SERVICE PROCEDURE

REPAIRING THE FRONT B-PILLAR APPLIQUE TRIM REPAIR PROCEDURE

NOTE: Watch the following video for an overview of the front B-pillar applique trim removal procedure. 

NOTE: If both front B-pillar applique trim need to be repaired and/or replaced, perform this procedure on both front B-pillar applique trim at the same time.

For Left Front Doors Equipped With a Keyless Entry Keypad

1. Remove the exterior mirror. Follow Workshop Manual procedures in Section 501-09.
2. Lower the door glass all the way to the bottom of its travel.
3. Remove the left front door trim panel. Follow Workshop Manual procedures in Section 501-05.
4. Disconnect the keyless entry keypad electrical connector. Then, continue to the next step.

All Vehicles

NOTE: The exterior window glass moulding is a one time use. A *new* exterior window glass moulding will need to be installed.

5. Using a non-marring trim tool, release the tabs, then lift up and remove and discard the exterior window glass moulding. See Figure 1.

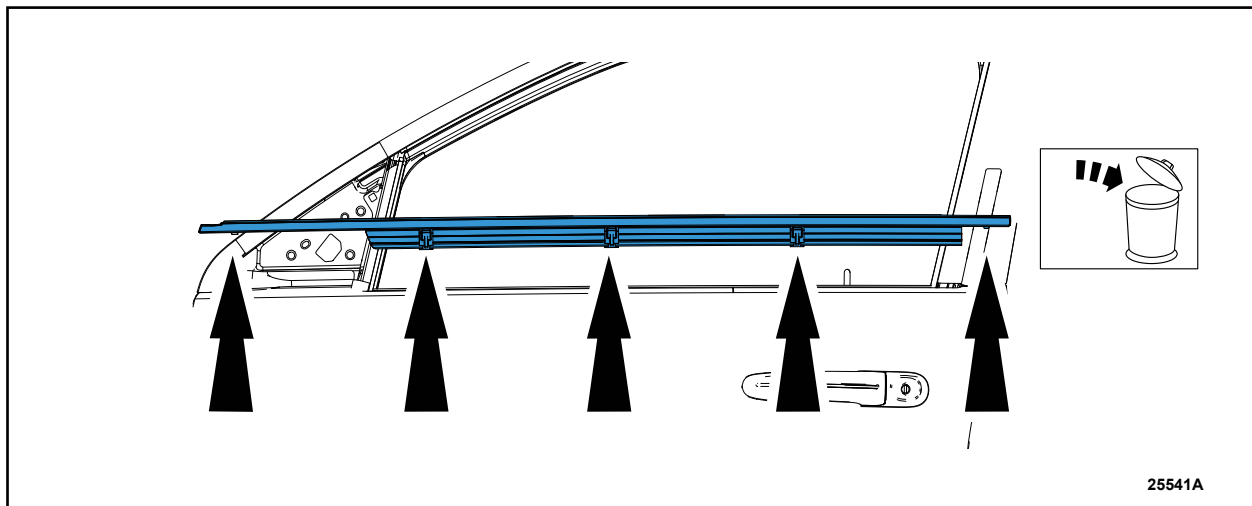


FIGURE 1



6. Position the front door glass fully open. Using care, remove just the upper B-pillar portion of the glass top run from the run channel and position aside as shown in Figure 2. Make sure the glass top run is positioned towards the inboard side of the door.

NOTE: Left-hand side shown, right-hand side similar.



FIGURE 2



NOTE: In the next steps, fishing line will be used to break the bond of the tape adhesive along the outer perimeter of the front B-pillar applique trim. Protective gloves and safety glasses should be worn during the removal of the front B-pillar applique trim.

7. Using 3 feet (914mm) of fishing line, start at the top of the front B-pillar applique trim and perform the following steps:

NOTE: Use a plastic trim stick positioned behind the front B-pillar applique trim to keep your progress as you work your way down the applique.

- a. Loop the fishing line around the top of the applique and in a sawing/back and forth motion, break through the tape adhesive until you feel resistance at the applique locator pin. See Figures 3 and 4.
- b. Carefully position a plastic trim stick vertically behind the applique at the top. Only allow 0.20-0.24 in. (5-6mm) of gap at the top of the applique. See Figure 5.
- c. Position a piece of masking tape across the top of the applique, measure 1.30 in. (30mm) down from the top of the applique and draw a vertical line on the masking tape, as shown in Figure 5.
- d. Under the vertical line drawn on the masking tape, insert the mechanics wire or crochet hook vertically behind the applique. See Figure 5.
- e. Make a loop with the fishing line and attach it to the mechanics wire or crochet hook. Pull the mechanics wire or crochet hook behind the applique until the fishing line can be grabbed on the opposite side. Finish pulling the loop fully through and use scissors to cut the fishing line from the mechanics wire. See Figures 6 and 7, continue to the next step.

NOTE: Left-hand side shown, right-hand side similar.



FIGURE 3





FIGURE 4



FIGURE 5





FIGURE 6



FIGURE 7



NOTE: Use a plastic trim stick positioned behind the applique to keep your progress as you work your way down the applique.

8. Continue using the fishing line to break the adhesive bond until you get half way down the applique and, if equipped with keyless entry keypad, make sure to stop above the keypad. See Figure 8.

NOTE: Left-hand side shown, right-hand side similar.



FIGURE 8

9. Wrap the inboard portion of the fishing line around the inboard lower portion of the applique and continue working around the applique releasing the inboard side of the applique then, wrap the outboard portion of the fishing line around the outboard lower portion of the applique and continue working around the applique until the applique releases from the door. See Figures 9, 10, and 11.

NOTE: Left-hand side shown, right-hand side similar.

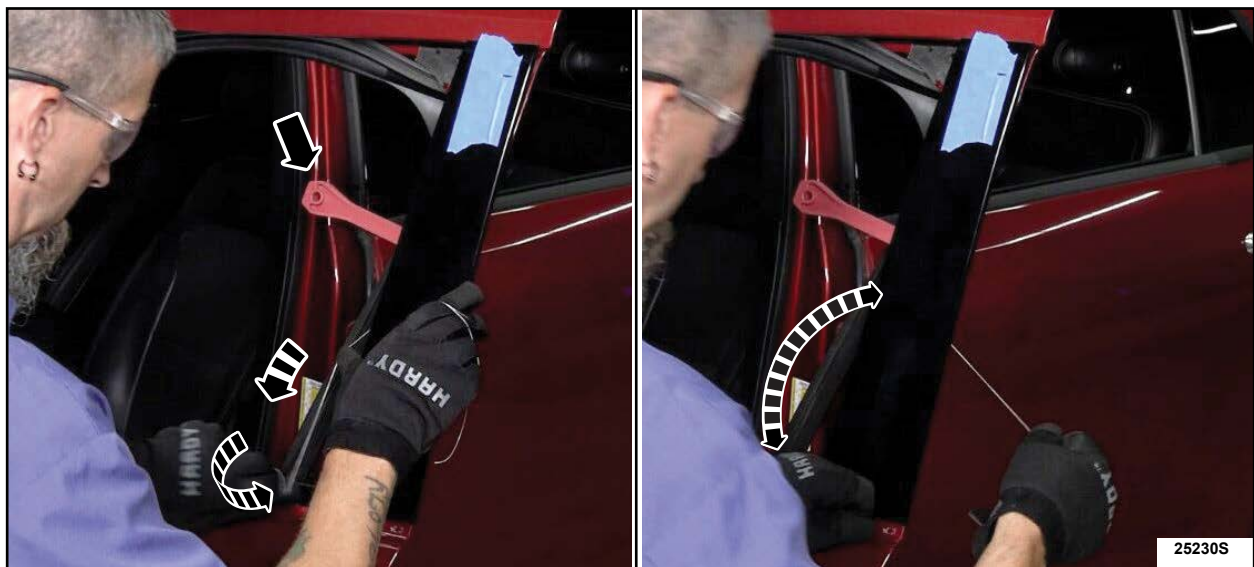


FIGURE 9





FIGURE 10



FIGURE 11



REINSTALLING THE EXISTING B-PILLAR APPLIQUE TRIM REPAIR PROCEDURE

NOTE: Watch the following video for an overview for reinstalling the existing front B-pillar applique trim. 

1. Apply masking/body tape to the painted surfaces above and below the front B-pillar applique trim as shown in Figure 12.

NOTE: Left-hand side shown, right-hand side similar.



FIGURE 12



NOTE: The use of rubber gloves is recommended in the following steps.

2. Using isopropyl alcohol and a Scotch-Brite™ 7447 pad, thoroughly scuff up the areas highlighted in Figure 13. Follow the old adhesive and scuff up the inboard areas as well as the top. The adhesive left behind on the door can remain on the door.
3. Using isopropyl alcohol and a shop towel, thoroughly clean and dry the areas.

NOTE: Do Not remove the retaining clips left in the door from removing the front B-pillar applique trim.

NOTE: Left-hand side shown, right-hand side similar.

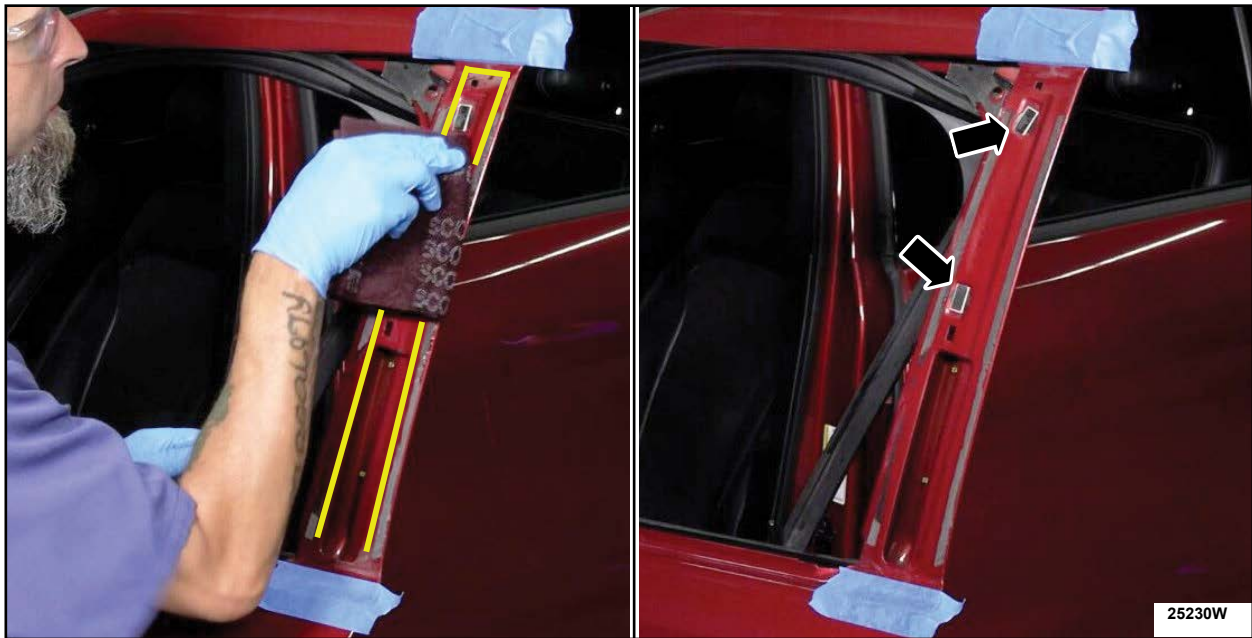


FIGURE 13



4. Remove the masking tape from the painted surfaces that were applied to painted surfaces above and below the applique.
5. Using care, lay the front B-pillar applique trim on a shop cloth with the back side up. See Figure 14.
6. Using isopropyl alcohol and a Scotch-Brite™ 7447 pad, remove the stickers on the back side of the applique as shown in Figure 14.

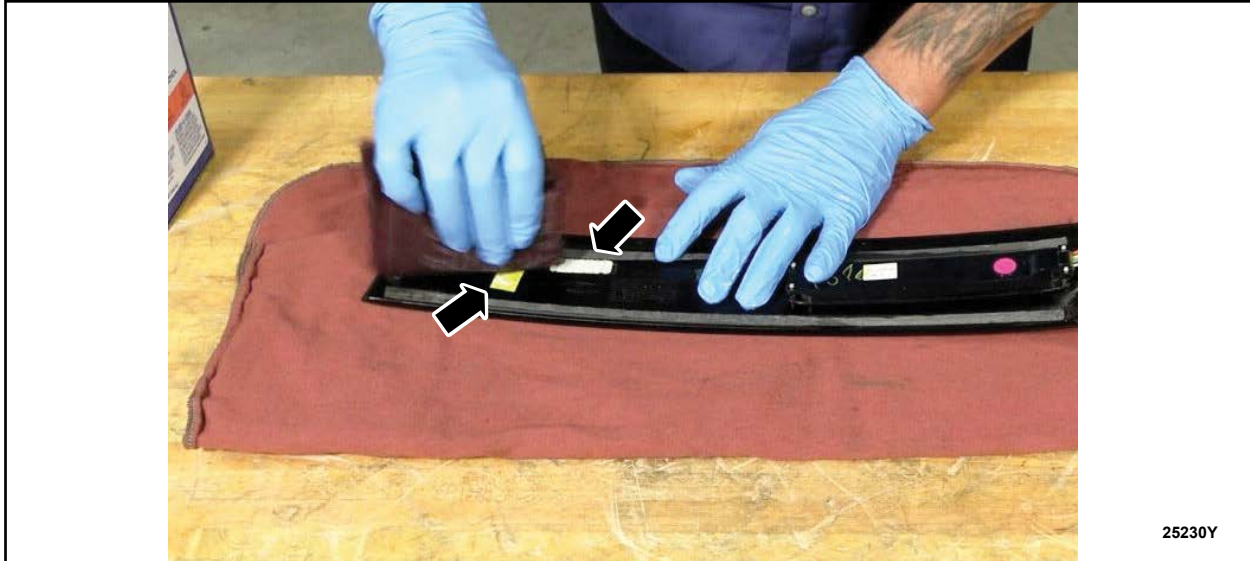


FIGURE 14



7. Using isopropyl alcohol and a Scotch-Brite™ 7447 pad, scuff up the areas on the back side of the applique as shown in Figure 15.

8. Using isopropyl alcohol and a shop towel, clean and then dry the entire back side of the applique.

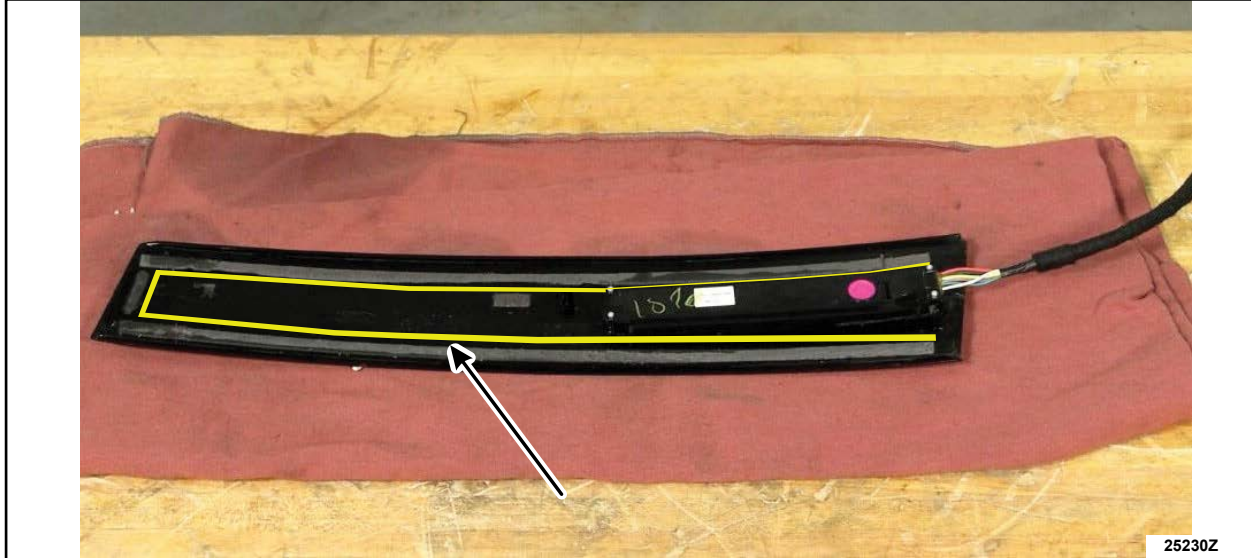


FIGURE 15

9. Load the repair adhesive (3M 08237) into the adhesive applicator gun and install the adhesive mixer nozzle (3M 8193) or equivalent. See Figure 16.



FIGURE 16



NOTE: Install the front B-pillar applique trim on the door immediately after applying the adhesive.

10. Using the adhesive applicator gun, apply the adhesive inboard of the original adhesive in the areas that were scuffed up in the previous step. See Figures 17 and 18.

NOTE: Make sure to follow the bead path shown in Figures 17 and 18. No adhesive should enter the window channel. The adhesive path should run close to the upper locator pin.



FIGURE 17

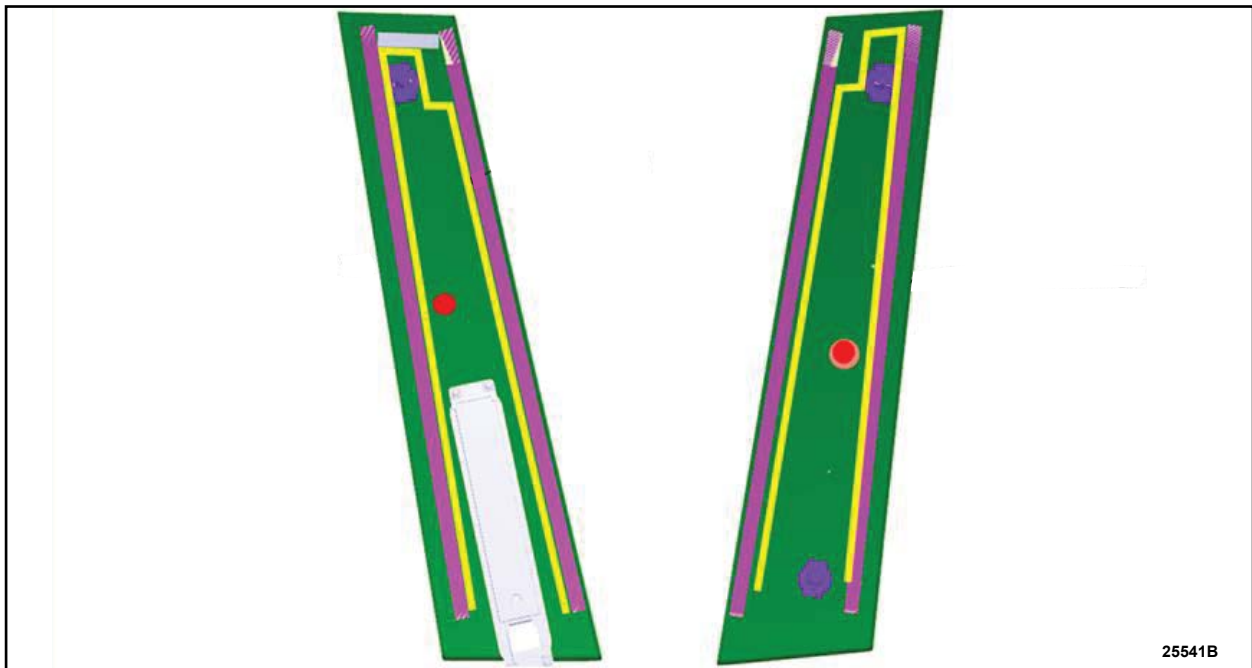


FIGURE 18



11. Install the B-pillar applique trim in place. Make sure the applique is adhered by pressing firmly on the applique from top to bottom. See Figure 19.

NOTE: Left-hand side shown, right-hand side similar.



FIGURE 19

12. Using a ruler, align the outboard most upper edge of the B-pillar applique trim to the door panel as shown in Figure 20.

NOTE: Left-hand side shown, right-hand side similar.

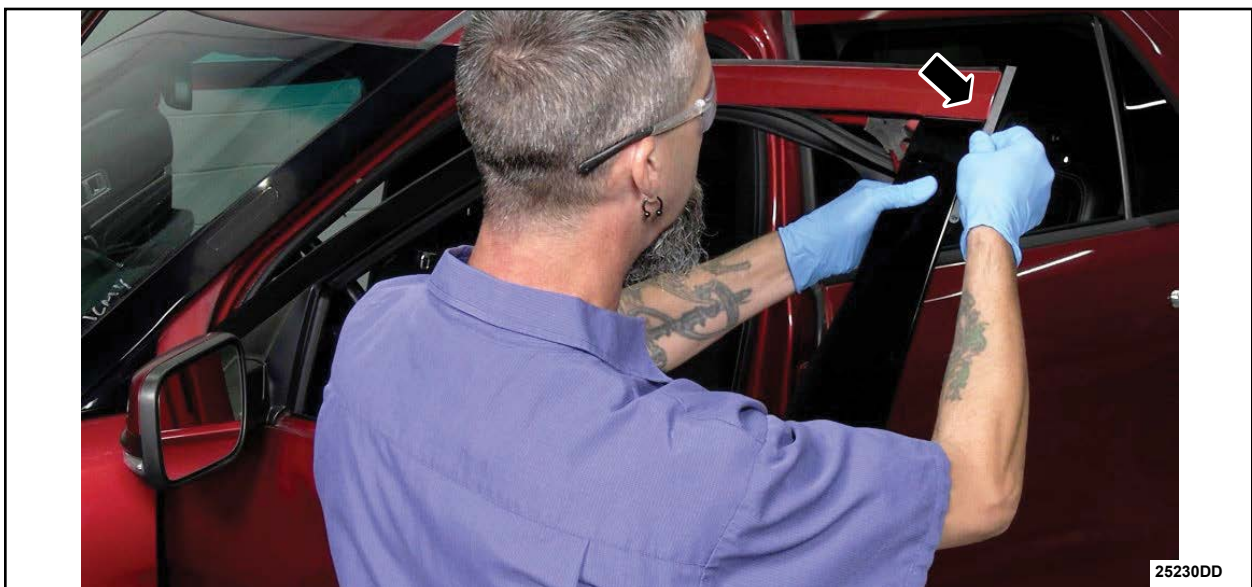


FIGURE 20



13. Clean off any excess adhesive.
14. Using body tape or equivalent, tape (at least 2 revolutions) around the top, middle, and bottom of the front B-pillar applique trim as shown in Figure 21.

NOTE: Left-hand side shown, right-hand side similar.

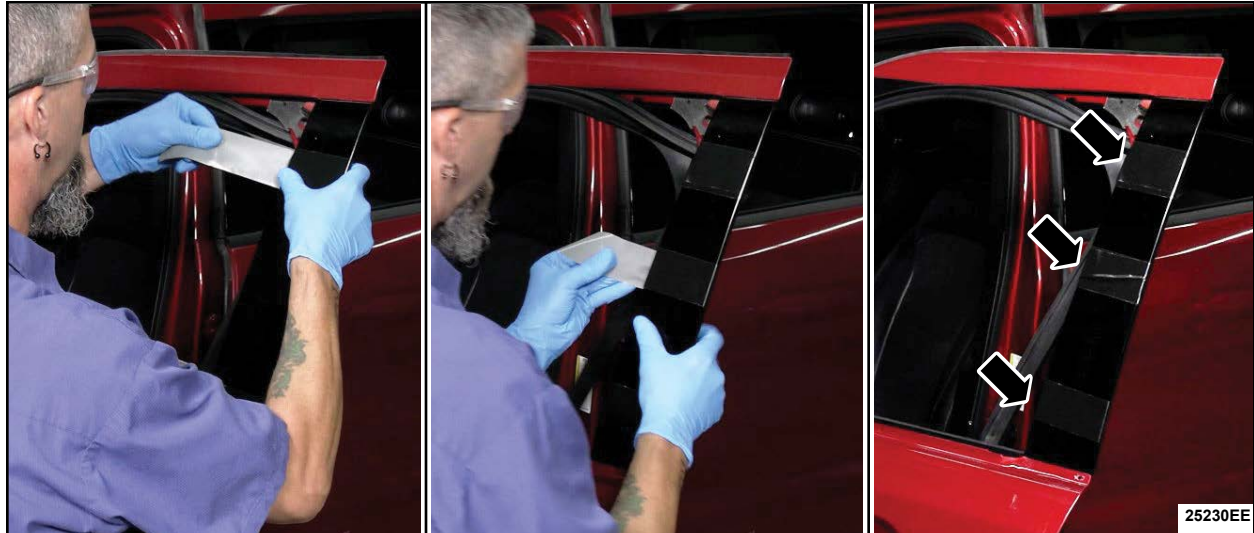


FIGURE 21

15. Let the adhesive dry for a total of 4 hours. After one (1) hour of dry time, remove the tape and continue to the next step. Then, let it dry for the other 3 hours before returning the vehicle to the customer.
16. Position back and install the upper B-pillar portion of the glass top run back into the run channel. See Figure 2.
17. Install the *new* exterior window glass moulding by reversing Step 5. See Figure 1.

For Left Front Doors Equipped With Keyless Entry Keypad

18. Install the exterior mirror. Follow the Workshop Manual procedures in Section 501-09.
19. Connect the keyless entry keypad electrical connector.
20. Install the left front door trim panel. Follow Workshop Manual procedures in Section 501-05.
21. Recall complete.

IMPORTANT NOTE: Federal law prohibits selling motor vehicle parts or components that are under safety, compliance, or emissions recall. Unless a part is requested to be returned to Ford, all parts replaced under this FSA must be scrapped in accordance with all applicable local, state and federal environmental protection and hazardous material regulations. Refer to the Parts Retention, Return, & Scrapping section of the FSA dealer bulletin for further information.



REPLACING THE FRONT B-PILLAR APPLIQUE TRIM REPAIR PROCEDURE

NOTE: Watch the following video for an overview of the front B-pillar applique trim removal procedure. 

NOTE: If both front B-pillar applique trim need to be repaired and/or replaced, perform this procedure on both front B-pillar applique trim at the same time.

For Left Front Doors Equipped With Keyless Entry Keypad

1. Remove the exterior mirror. Follow Workshop Manual procedures in Section 501-09.
2. Lower the door glass all the way to the bottom of its travel.
3. Remove the left front door trim panel. Follow Workshop Manual procedures in Section 501-05.
4. Disconnect the keyless entry keypad electrical connector. Then, continue to the next step.

All Vehicles

NOTE: The exterior window glass moulding is a one time use. A *new* exterior window glass moulding will need to be installed.

5. Using a non-marring trim tool, release the tabs, then lift up and remove and discard the exterior window glass moulding. See Figure 22.

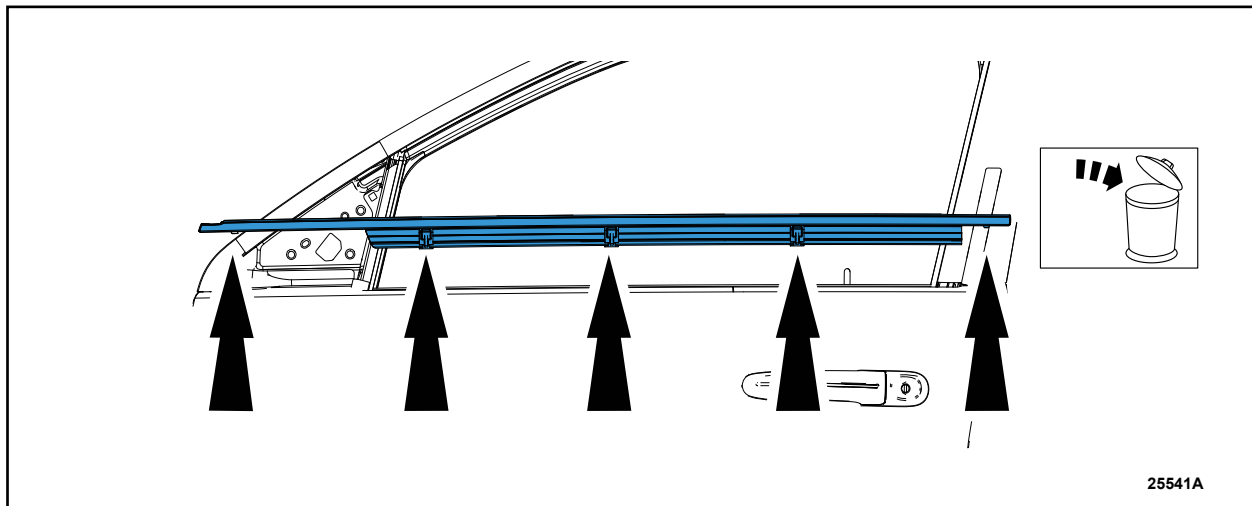


FIGURE 22



6. Position the front door glass fully open. Using care, remove just the upper B-pillar portion of the glass top run from the run channel and position aside as shown in Figure 23. Make sure the glass top run is positioned towards the inboard side of the door.

NOTE: Left-hand side shown, right-hand side similar.



FIGURE 23



NOTE: In the next steps, fishing line will be used to break the bond of the tape adhesive along the outer perimeter of the front B-pillar applique trim. Protective gloves and safety glasses should be worn during the removal of the front B-pillar applique trim.

7. Using 3 feet (914mm) of fishing line, start at the top of the front door trim applique.

NOTE: Use a plastic trim stick positioned vertically behind the applique to keep your progress as you work your way down the applique.

- a. Loop the fishing line around the top of the applique and in a sawing/back and forth motion, break through the tape adhesive until you feel resistance at the applique locator pin. See Figures 24 and 25.
- b. Carefully position a plastic trim stick vertically behind the applique at the top. Only allow 0.20-0.24 in. (5-6mm) of gap at the top of the applique. See Figure 26.
- c. Position a piece of masking tape across the top of the applique, measure 1.30 in. (30mm) down from the top of the applique and draw a vertical line on the masking tape, as shown in Figure 26.
- d. Under the vertical line drawn on the masking tape, insert the mechanics wire or crochet hook vertically behind the applique. See Figure 26.
- e. Make a loop with the fishing line and attach it to the mechanics wire or crochet hook. Pull the mechanics wire or crochet hook behind the applique until the fishing line can be grabbed on the opposite side. Finish pulling the loop fully through and use scissors to cut the fishing line from the mechanics wire. See Figures 27 and 28, continue to the next step.

NOTE: Left-hand side shown, right-hand side similar.



FIGURE 24





FIGURE 25



FIGURE 26





FIGURE 27



FIGURE 28



NOTE: Use a plastic trim stick positioned behind the applique to keep your progress as you work your way down the applique.

8. Continue using the fishing line to break the adhesive bond until you get half way down the applique and, if equipped with keyless entry keypad, make sure to stop above the keypad. See Figure 29.

NOTE: Left-hand side shown, right-hand side similar.



FIGURE 29

9. Wrap the inboard portion of the fishing line around the inboard lower portion of the applique and continue working around the applique releasing the inboard side of the applique then, wrap the outboard portion of the fishing line around the outboard lower portion of the applique and continue working around the applique until the applique releases from the door. See Figures 30, 31, and 32.

NOTE: Left-hand side shown, right-hand side similar.

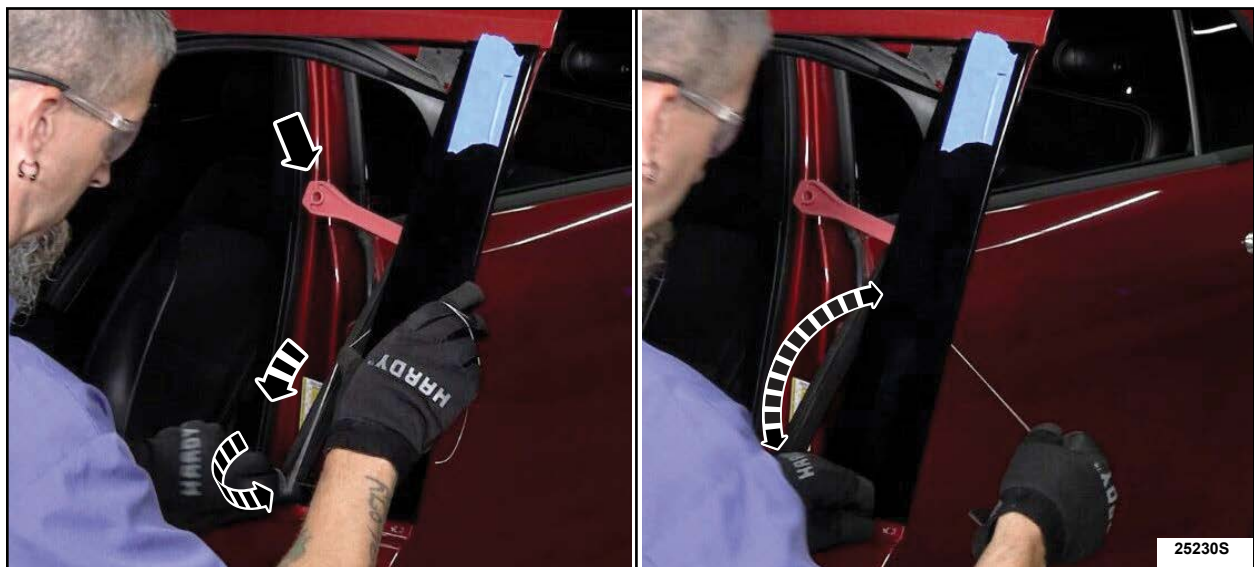


FIGURE 30





FIGURE 31



FIGURE 32



10. Remove and discard both retaining clips. See Figure 33.

NOTE: Right-hand side shown, left-hand side similar.

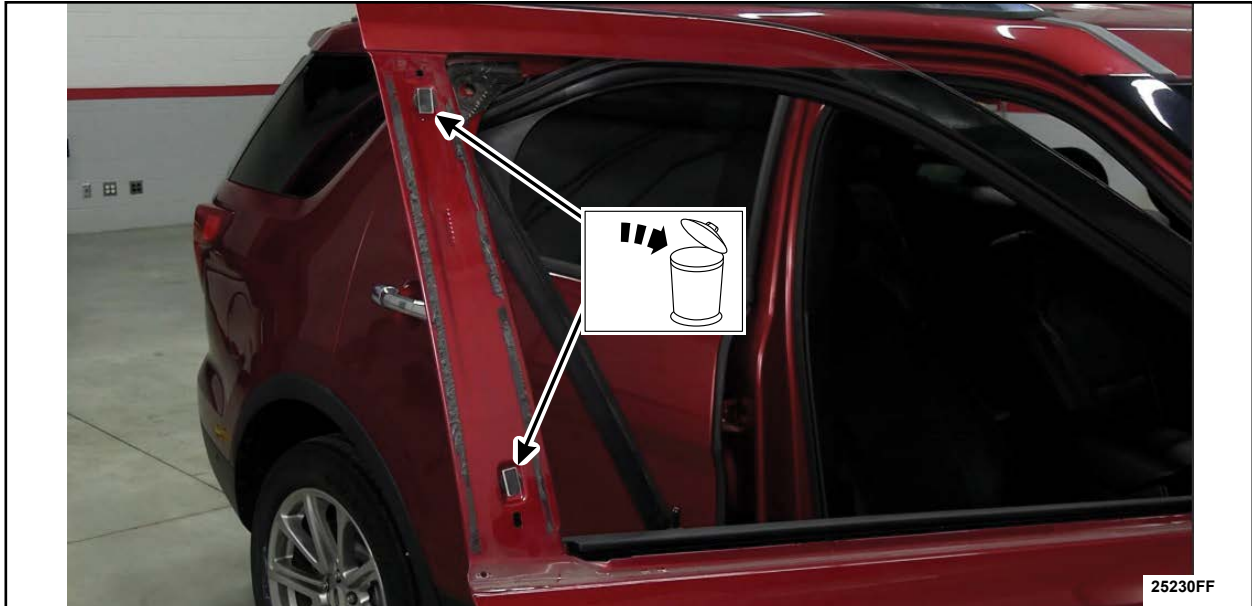


FIGURE 33

11. Using the stripe off wheel, remove the adhesive left behind from removing the applique. See Figure 34.

NOTE: Right-hand side shown, left-hand side similar.



FIGURE 34



12. Apply masking/body tape to the painted surfaces above and below where the applique was removed from. Using isopropyl alcohol and a Scotch-Brite™ 7447 pad, thoroughly scuff the area where the applique was removed from. Then, using isopropyl alcohol and a shop towel, thoroughly clean and dry the area. See Figure 35.

NOTE: Right-hand side shown, left-hand side similar.



FIGURE 35



13. Using care, lay the *new* B-pillar applique trim on a shop cloth with the back side up.
14. Using isopropyl alcohol and a Scotch-Brite™ 7447 pad, remove the stickers on the back side of the applique. See Figure 36.
15. Using isopropyl alcohol and a Scotch-Brite™ 7447 pad, scuff up the highlighted areas on the back side of the applique as shown in Figure 36.
16. Using isopropyl alcohol and a shop towel, clean and then dry the entire back side of the applique.

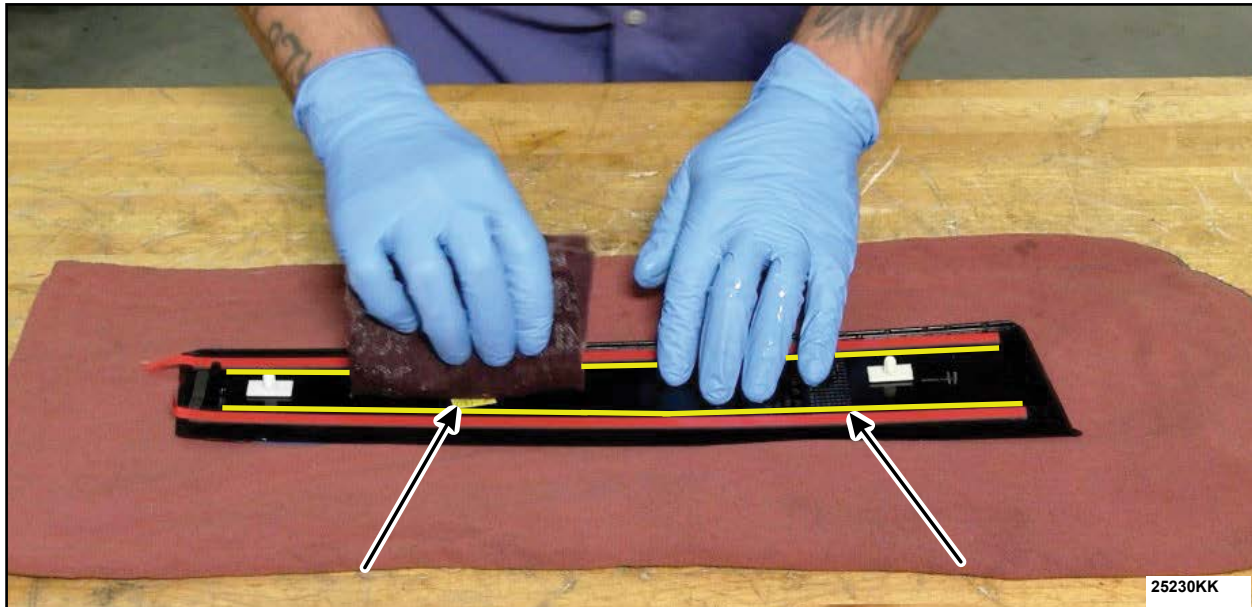


FIGURE 36

17. Load the repair adhesive (3M 08237) into the adhesive applicator gun and install the adhesive mixer nozzle (3M 8193) or equivalent. See Figure 37.



FIGURE 37



NOTE: Install the applique on the door immediately after applying the adhesive and removing the tapes protective film.

18. Using the adhesive applicator gun, apply the adhesive inboard of the original adhesive in the areas that were scuffed up in the previous step. See Figures 38 and 39.

NOTE: Make sure to follow the yellow highlighted bead path shown in Figures 38 and 39. No adhesive should enter the window channel. The adhesive path should run close to the upper locator pin.



FIGURE 38

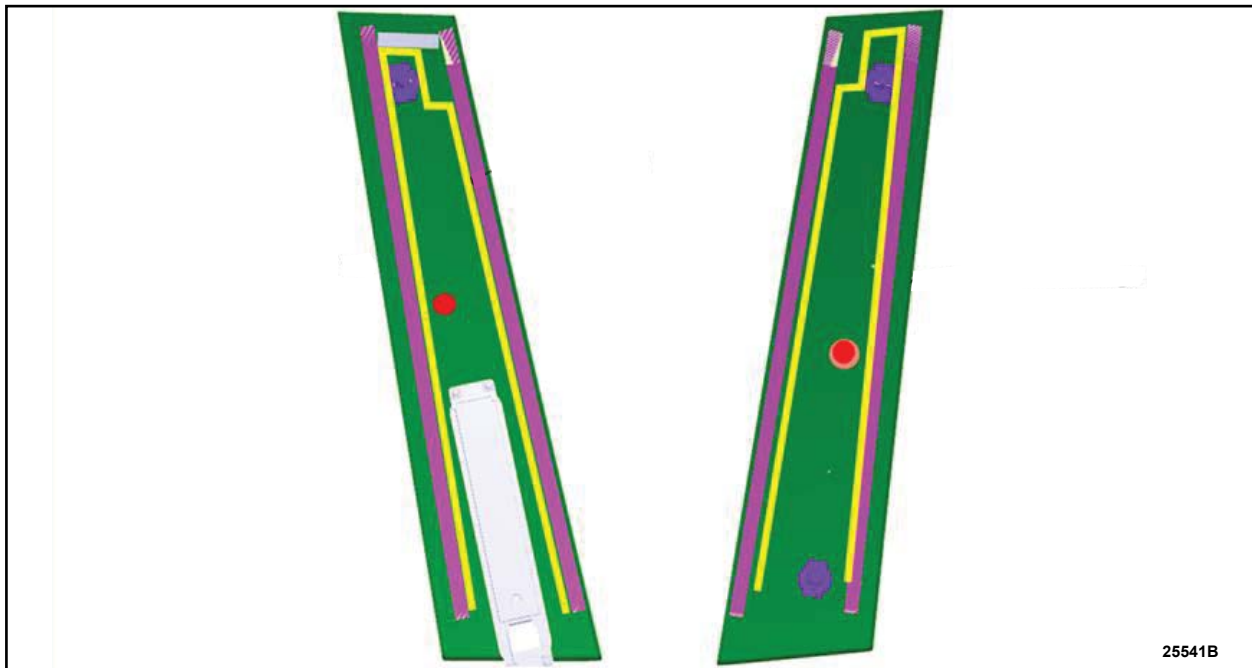


FIGURE 39



19. Remove the tapes protective film. See Figure 40.



FIGURE 40

20. Align the alignment tabs and install the front door trim applique in place. Make sure the applique is adhered by pressing firmly on the applique from top to bottom. See Figure 41.

NOTE: Right-hand side shown, left-hand side similar.



FIGURE 41



21. Clean off any excess adhesive. See Figure 42.
22. Let the adhesive dry for a total of 4 hours. After one (1) hour of dry time, continue to the next step. Then, let it dry for the other 3 hours before returning the vehicle to the customer.

NOTE: Right-hand side shown, left-hand side similar.



FIGURE 42

23. Install the *new* exterior window glass moulding by reversing Step 5. See Figure 22.

For Left Front Doors Equipped With Keyless Entry Keypad

24. Install the exterior mirror. Follow the Workshop Manual procedures in Section 501-09.
25. Connect the keyless entry keypad electrical connector.
26. Install the left front door trim panel. Follow Workshop Manual procedures in Section 501-05.
27. Recall complete.

IMPORTANT NOTE: Federal law prohibits selling motor vehicle parts or components that are under safety, compliance, or emissions recall. Unless a part is requested to be returned to Ford, all parts replaced under this FSA must be scrapped in accordance with all applicable local, state and federal environmental protection and hazardous material regulations. Refer to the Parts Retention, Return, & Scrapping section of the FSA dealer bulletin for further information.



SSSC PHOTO REQUEST SUBMISSION

Ford has requested photo evidence prior to performing the repair for this FSA.

The SSSC must provide approval prior to performing the repair.

1. Contact the SSSC and upload the necessary photos or copy of documentations as an attachment for review:

- Clearly show the vehicle VIN.*
- Clearly show the damaged and/or missing front B-pillar applique trim.*

2. There are two ways to submit the requested items to the SSSC.

a. Directly in the SSSC contact request form while submitting your contact on your desktop.

b. Via PTS Mobile under the Images/Files Upload menu selection. Select SSSC in the sub-menu and ensure your P&A code is correct. Upload the items by selecting the appropriate FSA with the option to use a prior contact ID. The items will be associated with your SSSC contact during submission.

NOTE: *If you have not submitted an SSSC contact yet, then you can still upload the items via PTS mobile, and the items will be available when opening your SSSC contact for this VIN and recall.*

3. Upon approval, the SSSC will provide an approval code that must be used for claiming.



Safety Recall 25S91

Mobile Repair / Vehicle Pickup and Delivery Record

VIN _____ received (check one):

- Mobile Repair
- Pickup and/or delivery service

As outlined below for the 25S91 Field Service Action program.

Mobile Repair – Date: _____

OR

Pickup – Date: _____

Delivery – Date: _____

Repair Order #

Repair Order Date

Service Manager Signature

Date

Ford Motor Company
Recall Reimbursement Plan for 25S91

Ford and Lincoln dealers are in the best position to quickly and efficiently process reimbursement requests. However, federal legislation requires all motor vehicle manufacturers to establish processes through which customers may seek recall reimbursement directly from the manufacturer or the dealers.

Regarding the specific reimbursement plan for Recall # 25S91, owners who have paid for service to remedy the defect or noncompliance must have had that service performed before February 10, 2026. After this date, if repairs related to this recall are performed by a non-Ford repair facility in an emergency, customers must submit any refund requests through their dealership. As required by this federal regulation, Ford Motor Company submitted the details of its latest General Recall Reimbursement Plan in a letter to the National Highway Traffic Safety Administration (NHTSA) in May 2025. The following is the text of that letter and the Plan:

General Recall Reimbursement Plan
(As submitted to the NHTSA)

Pursuant to the requirements set forth in 49 CFR Part 573 and Part 577 of the Code of Federal Regulations, Ford Motor Company (Ford) is submitting required information pertaining to our general reimbursement plan for the cost of remedies paid for by vehicle owners before they are notified of a related safety recall.

Set forth below is Ford's general plan to reimburse owners and purchasers for costs incurred for remedies in advance of notification of potential safety-related defects or non-compliances pursuant to Part 573.6 (c)(8)(i). This plan has not changed since our May 21, 2025 submission.

Reimbursement Notification

Ford's notice to a vehicle owner in accordance with 49 CFR Part 577 will indicate that Ford is offering a refund if the owner paid to have service to remedy the defect or noncompliance prior to a specified ending date. In accordance with Part 573.13 (c)(2), this ending date will be defined as a minimum of ten calendar days after the date on which Ford mailed the last of its Part 577 notifications to owners and will be indicated in the specific reimbursement plan available to owners for an individual recall. This notice will direct owners to seek eligible reimbursement through authorized dealers or, at their option, directly through Ford at the following address:

Ford Motor Company
P.O. Box 6251
Dearborn, MI 48121-6251

Ford notes that this rule allows for the identification of a beginning date for reimbursement eligibility. Under the rule, an owner who paid to remedy the defect or noncompliance prior to the identified beginning date would not be eligible for reimbursement. Ford generally has not established such a beginning date for reimbursement eligibility and does not presently anticipate changing this general policy. However, in any case where Ford determines a beginning date is appropriate, Ford will indicate that date in the owner notice. As permitted by 577.11(e), Ford may not include a reimbursement notification when all vehicles are well within the warranty period, subject to approval by the Agency.

Costs to be Reimbursed

For vehicles, reimbursement will not be less than the lesser of:

- The amount paid by the owner for the remedy that specifically addressed and was reasonably necessary to correct the defect or noncompliance that is the subject of the recall, or
- The cost of parts for the remedy (to be no more than the manufacturer's list retail price for authorized part(s), plus associated labor at local labor rates, miscellaneous fees (such as disposal of waste) and taxes.

For replacement equipment, reimbursement will be the amount paid by the owner for the replacement item (limited by the amount of the retail list price of the defective or noncompliant item that was replaced, plus taxes, where the brand or model purchased by the owner was different than the brand or model that was the subject of the recall). If the item of motor vehicle equipment was repaired, the reimbursement provisions identified above for vehicles will apply.

Ford notes that costs incurred by the owner within the period during which Ford's original or extended warranty would have provided for a free repair of the problem will not be eligible for reimbursement, as provided by Part 573.13 (d)(1).

Entities Authorized to Provide Reimbursement

Ford will continue to use authorized dealers to reimburse owners under the specific reimbursement plans for a particular recall and will encourage owners to pursue requests for reimbursement directly through dealers to expedite reimbursement. Ford will also provide a mailing address to which customers can, at their option, send requests for reimbursement directly to Ford, as previously noted. Requests for reimbursement sent directly to Ford may take up to 60 days to process. Whether the owner chooses to pursue reimbursement requests through a dealer or directly through Ford, the owner will be directed to submit the required documentation, upon which reimbursement eligibility will be determined.

Required Documentation

The reimbursement determination will depend upon the information provided by the customer. Consistent with Part 573.13 (d)(4) the following information must be submitted:

- Claimant name and address
- Vehicle make, model and model year
- Vehicle identification number (VIN) and, for replacement equipment, a description of such equipment or, for tires, the model, size and TIN (DOT code)
- Identification of the recall number (either the Ford recall number or the NHTSA recall number)
- Identification of the owner of the recalled vehicle at the time that the pre-notification remedy was obtained
- An original receipt for the pre-notification remedy that includes a breakdown of the amount for parts, labor, other costs and taxes, including costs for the replacement item. Where the receipt covers work other than to address the recall or noncompliance, Ford may require the claimant to separately identify costs that are eligible for reimbursement.
- If the remedy was obtained during the warranty repair did not correct the problem related to the recall

Failure to submit all the above information may result in denial of the reimbursement request.

Additional Information

The Part 577 required owner notice will provide a toll-free telephone number through which specific information about the reimbursement plan can be requested from Ford. This general reimbursement plan will be incorporated into notifications pursuant to Part 573.6 by reference. Information specific to an individual recall also may be incorporated into the Part 573.6 notification.