



Service Engineering Operations  
Customer Service Division

Ford Motor Company  
PO Box 1904  
Dearborn, Michigan 48121

October 28, 2025

**TO:** All U.S. Ford and Lincoln Dealers

**SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Advance Notice  
Safety Recall 25SB8**  
Certain 2017-2019 Model Year Flex Vehicles  
Exterior B-Pillar Applique Trim Inspection

**AFFECTED VEHICLES**

Vehicle	Model Year	Assembly Plant	Build Dates
Flex	2017-2019	Oakville	February 17, 2017, through December 2, 2019

US population of affected vehicles: 64,932. Affected vehicles are identified in OASIS and FSA VIN Lists.

**REASON FOR THIS SAFETY RECALL**

On some 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**

DO NOT DEMONSTRATE OR DELIVER any new in-stock vehicles involved in this safety recall. For new vehicle storage guidelines, refer to EFC13033, Storage Guidelines for New Vehicles.

**A complete Dealer Bulletin will be provided to dealers when it is anticipated that remedy availability, including repair instructions, will be available to support this recall.**

**IMPORTANT: Dealers should open a Repair Order (RO) only when a full dealer bulletin is published. Opening an RO against an Awareness or Advance Notice will result in warranty rejections against a recall.**

**OWNER NOTIFICATION**

Owners of record will be notified via first-class mail within sixty days, which may occur before remedy availability, including repair instructions, has been provided to dealers.

**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 prior to delivery.**

**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 recall. Please consult your legal counsel for legal advice.

**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.

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