



Ford Motor Company  
Customer Service Division  
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**\*\*\* IMPORTANT SAFETY RECALL \*\*\***

**Safety Recall Notice 25S91 / NHTSA Recall 25V611**

2018 Taurus

This Notice Applies to Your Vehicle, Vehicle Identification Number (VIN): XXXXXXXXXX

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Ford Motor Company has decided that a defect which relates to motor vehicle safety exists in certain 2016 through 2019 Taurus vehicles, including the VIN shown above.

We apologize for this situation and want to assure you that, with your assistance, we will correct this condition. Our commitment, together with your dealer, is to provide you with the highest level of service and support.

**What is the issue?** On your vehicle, the front driver and passenger door B-pillar trim appliques may become partially or fully detached. You may visually notice the B-pillar trim appliques separating from the top of the front doors when entering/exiting the vehicle. You may also notice a wind noise and rattling noise as you drive.

**What is the risk?** This may result in the B-pillar trim appliques detaching while driving. A B-pillar trim applique that detaches while driving can create a road hazard for other vehicles, increasing the risk of crash.

**What will Ford and your dealer do?** Parts are available to repair your vehicle. Ford Motor Company has authorized your dealer to secure the B-pillar applique on the driver's side and/or the passenger's side front door with added adhesive free of charge.

**How long will it take?** The time needed for this repair is less than one day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

- What should you do?** Please call your dealer without delay and request a service date for Recall 25S91. Provide the dealer with your VIN, which is printed near your name at the beginning of this letter.
- Ford has not issued instructions to stop driving your vehicle under this safety recall. You should contact your dealer for an appointment to have your vehicle remedied as soon as practicable.
- If you do not already have a servicing dealer, you can access [ford.com/support](https://ford.com/support) for dealer addresses, maps, and driving instructions.
- Ford Motor Company wants you to have this safety recall completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed.
- Please note: Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.**
- NOTE: You can receive information about Recalls and Customer Satisfaction Programs through our Ford App. The app can be downloaded through the App Store or Google Play. In addition, there are other features such as reserving parking in certain locations and controlling certain functions on your vehicle (lock or unlock doors, remote start) if it is equipped to allow control.
- Pickup and Delivery** Complimentary vehicle Pickup & Delivery service may also be available upon request through participating dealers. Your dealer will pick up your vehicle and return it with the repair completed.
- Do you need a rental vehicle?** Your dealer is authorized to provide a rental vehicle for your personal transportation at no charge (except for fuel and insurance) while your vehicle is at the dealership for repairs. Please see your dealer for guidelines and limitations.
- Have you previously paid for this repair?** If you have previously paid for a repair that addresses the issue described in this letter, you still need to have this recall performed to ensure the correct parts and procedures are used.
- You may be eligible for a refund of previously paid repairs. Refunds will only be provided for service related to replacement of the driver and/or passenger door B-pillar applique. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer.
- Refund requests may also be sent directly to Ford Motor Company. To request your refund from Ford, send the refund request with all required documentation, including your original repair receipt (no photocopies), to Ford Motor Company at PO Box 6251, Dearborn, Michigan 48121-6251. Refund requests mailed to this address may take up to 60 days to process. Your original receipt will be returned to you.
- Detailed information regarding eligibility for Ford's reimbursement program and documentation requirements may be obtained by contacting the Ford Recall Assistance Center at 1-866-436-7332.
- What if you no longer own this vehicle?** If you no longer own this vehicle and have an address for the current owner, please forward this letter to the new owner.
- You received this notice because government regulations require that notification be sent to the last known owner of record. Our records are based primarily on state registration and title data, which indicate that you are the current owner or lessee.

**Can we assist you further?**

If you have difficulties getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.

If you have questions or concerns, please contact our **Ford Recall Assistance Center (RAC) at 1-866-436-7332** and one of our representatives will be happy to assist you. The RAC is open on weekdays from 8:30 AM – 7:00 PM (Eastern Time). TTY/TDD users, please contact the RAC at the number listed using the Telecommunication Relay Service by dialing 711.

If you wish to contact us through the internet, our address is [ford.com/support](http://ford.com/support).

If you are still having difficulty getting your vehicle repaired in a reasonable time or without charge, you may write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave. S.E., Washington, D.C. 20590 or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-888-275-9171) or go to [NHTSA.gov](http://NHTSA.gov). Reference NHTSA Safety Recall 25V611.

Thank you for your attention to this important matter.

Customer Service Division