



GENERAL SERVICE BULLETIN

Interior Trim Concern Analysis

25-700008 January
2025

This bulletin supersedes 23-7034. Reason for update: update the vehicle model years affected and Service Information

Markets: North American markets only

Summary

Use this document to assist in determining warrantable interior trim and steering wheel conditions.

Service Information

For fabric, carpets, cloth seats, safety belts, and interior trim:

- Re-adhering loose leather to the steering wheel can be completed per the WSM
- Do not use cleaning solvents, bleach or dye on the vehicle's safety belts, as these actions may weaken the belt webbing
- Remove dust and loose dirt with a vacuum cleaner
- Remove light stains and soil with Motorcraft products as instructed in the vehicle Owner's Manual
- Do not use household cleaning products or glass cleaners, which may damage the finish of the instrument panel, interior trim and cluster lens, and can stain and discolor fabric
- Avoid cleaners or polishes that increase the gloss of the upper portion of the instrument panel. The dull finish in this area helps protect you from undesirable windshield reflection
- Make sure to wash or wipe hands clean if they have been in contact with certain products such as insect repellent and suntan lotion in order to avoid possible damage to the interior
- Do not allow air fresheners and hand sanitizers to spill onto interior surfaces

Non-warrantable conditions:

- Interior damage
- Scratches
- Soiling, obvious vandalism or abuse
- Pry marks
- Damage, burns, soil marks, cuts, scratches, scuffs, tears or punctures
- Damage due to chemicals, solvents, or use of non-Ford approved cleaners
- Leather/stitching damaged during removal of steering wheel wrap
- Leather/vinyl normal deterioration and wear
- Wood natural grain pattern variation (such as grain direction, frequency, knots)
- Dye transfer from customer clothing
- Cracked button/dial surfaces
- Stuck buttons/dials/switches due to spilled liquids or other debris

Cuts, Scratches, Scuffs, Tears Or Punctures (Non-warrantable) (Figures 1-3)

Figure 1



Figure 2



Figure 3



Bubbles (Warrantable) (Figures 4-6)

Figure 4



Figure 5



Figure 6



Stains From Chemical Influence (Non-warrantable) (Figures 7-9)

Figure 7



Figure 8



Figure 9



Broken Attachments (Non-warrantable) (Figure 10)

Figure 10



Alignment, Fit, Warped (Warrantable) (Figures 11-13)

Figure 11



Figure 12 - Warped instrument panel (Warrantable) (Figure 12)



Figure 13 - Warped glove box door (Warrantable) (Figure 13)



Stained Headliner (Non-warrantable) (Figure 14)

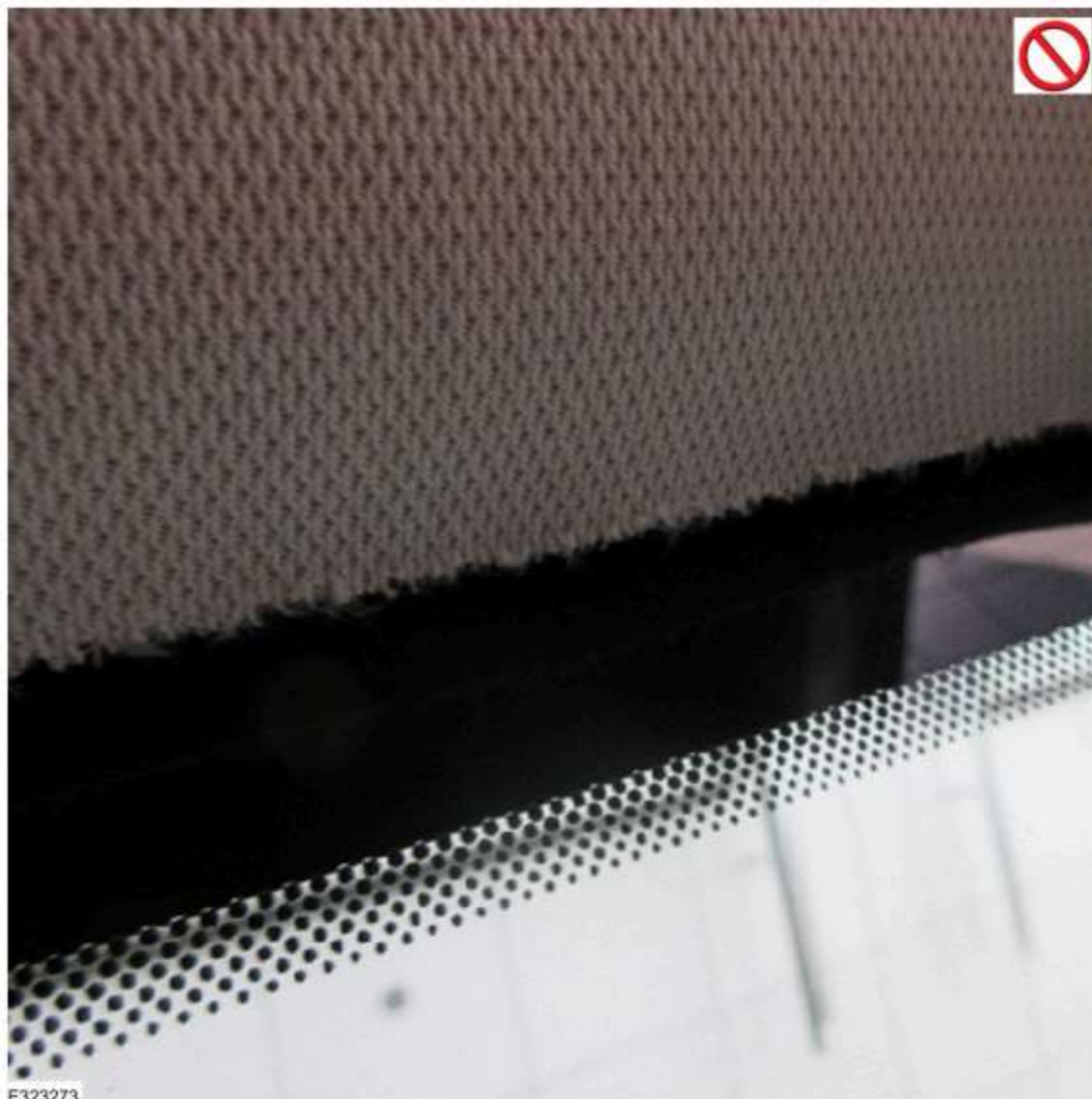
NOTE: Staining as the result of a defect would be covered as related damage.

Figure 14



Rough Cut Headliner, Normal Appearance (Non-warrantable) (Figure 15)

Figure 15



Creased Headliner (Non-warrantable) (Figure 16)

Figure 16



Headliner Edge Visible (Warrantable) (Figure 17)

NOTE: Complete removal/installation may be required to ensure proper alignment.

Figure 17



Loose Mat Anchor (Warrantable) (Figure 18)

NOTE: With no associated liquid staining present.

Figure 18



Loose Carpet (Warrantable) (Figure 19)

NOTE: Complete removal/installation may be required to establish a proper fit.

Figure 19



Stains (Non-warrantable) (Figure 20)

NOTE: Abrasive liquid may dissolve carpet fibers.

Figure 20



Carpet Matted Appearance (Warrantable) (Figure 21)

NOTE: This appearance may be the result of depressed fibers. This can be corrected by cleaning and reanimating the fibers using a carpet/steam cleaner (with temperatures under 350 degrees Fahrenheit) in the area. If a carpet/steam cleaner is not available, this procedure can be sublet out to a local interior/detail shop. If a shop is not locally available, a steamer such as Rowenta steamer or equivalent can be purchased and used to correct this condition. This tool purchase should be claimed as an outside service part (OSP).

Figure 21



Carpet Cut (Non-warrantable) (Figure 22)

Figure 22



Carpet Edges Fraying (Non-warrantable) (Figures 23-24)

NOTE: Carpet edges are typically unfinished and fraying may be a normal characteristic. Examples of this may include, but are not limited to, front/rear/side edges, overlapped edges, and cutouts. These can be improved by trimming with scissors to remove loose fibers. It is not necessary to replace the carpet for this condition.

Figure 23



Figure 24



Carpet Pile Appearance (Non-warrantable) (Figures 25-26)

Figure 25 - Frayed appearance can be corrected by mild brushing of the pile in a forward direction. This would be considered part of vehicle care and not eligible for warranty.



Figure 26 - Frayed appearance on left side of image can be corrected by mild brushing in a forward direction as seen on the right side.



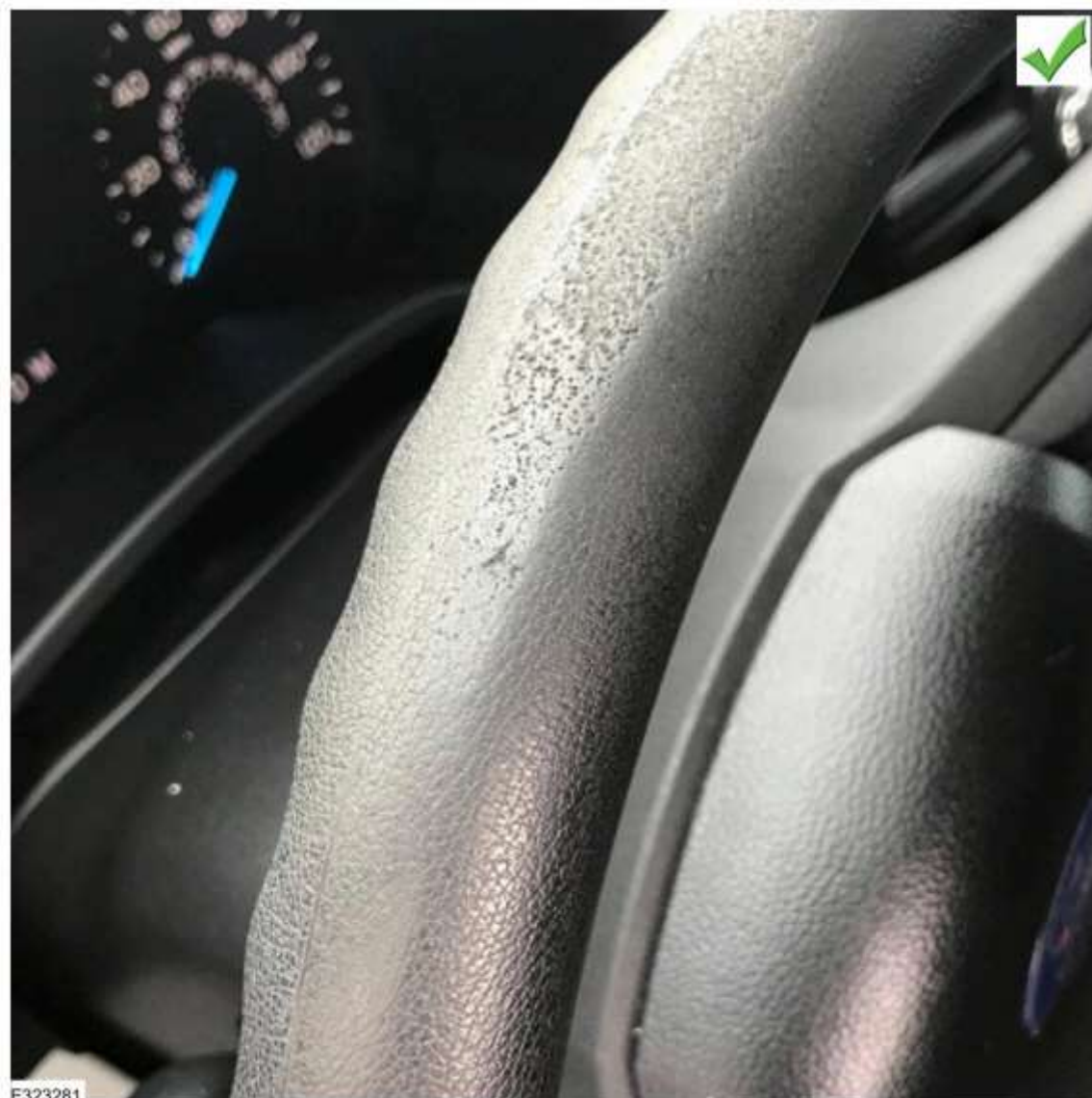
Leather Steering Wheel Worn Or Peeling (Warrantable) (Figure 27)

Figure 27



Urethane Steering Wheel Worn Or Peeling (Warrantable) (Figure 28)

Figure 28



Steering Wheel Abrasion (Non-warrantable) (Figure 29)

Figure 29



Urethane Steering Wheel Mold Marks (Non-warrantable) (Figure 30)

Figure 30



Leather Steering Wheel Loose Thread, Originates At The Knotted End Of The Thread (Warrantable) (Figure 31)

Figure 31



Leather Steering Wheel Cut Thread (Non-warrantable) (Figure 32)

Figure 32



Steering Wheel Modification (Non-warrantable) (Figure 33)

Figure 33



Steering Wheel Cover Repair (Warrantable) (Figure 34)

Can be repaired per the Workshop Manual.

Figure 34



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Sticking Knobs And Switches (Non-warrantable) (Figures 35-36)

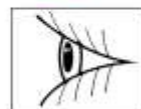
Interior control assemblies returned with sticking knobs and switches from contamination are subject to warranty review and adjustment.

Figure 35



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Figure 36



E449032

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NOTE: This information is not intended to replace or supersede any warranty, parts and service policy, workshop manual (WSM) procedures or technical training or wiring diagram information.