



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

**1200 New Jersey Avenue SE
Washington, DC 20590**

October 22, 2025

25V691

Tom Single
Ford Motor Company
330 Town Center Drive
Suite 500
Dearborn, MI 48126

Subject: Missing Pedestrian Warning Sound

Dear Tom Single:

This letter serves to acknowledge Ford Motor Company's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

LINCOLN/NAUTILUS HYBRID/2024-2026
FORD/EXPLORER HYBRID/2025

Mfr's Report Date: October 10, 2025

NHTSA Campaign Number: 25V691

Components:

BACK OVER PREVENTION:WARNINGS:EXTERNAL/PEDESTRIAN ALERT
FORWARD COLLISION AVOIDANCE: WARNINGS:EXTERNAL/PEDESTRIAN ALERT

Potential Number of Units Affected: 43,438

Problem Description:

Ford Motor Company (Ford) is recalling certain 2024-2026 Lincoln Nautilus Hybrid and 2025 Explorer hybrid police vehicles. A software error may prevent the vehicle from emitting the pedestrian warning sound at certain speeds.

Consequence:

A vehicle that does not produce a warning sound may fail to alert pedestrians of an approaching vehicle, increasing the risk of injury.

Remedy:



The audio control module and digital signal processing module software will be updated by a dealer, or through an over-the-air (OTA) update, free of charge. Owner notification letters are expected to be mailed November 10, 2025. Owners may contact Ford customer service at 1-866-436-7332. Ford's number for this recall is 25SA2. Vehicle Identification Numbers (VINs) involved in this recall became searchable on NHTSA.gov on October 10, 2025.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-888-275-9171), or go to www.nhtsa.gov.

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in 49 U.S.C. § 30118(f), submission of eight consecutive quarterly reports followed by three annual reports is required. As described in 573.7, submission of the first of eight consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter. The first of three consecutive annual status reports will be due on, or before, 1 year after the eighth quarterly report was submitted.

Ford Motor Company's contact for this recall will be Dusty Gardner who may be reached by email at dusty.gardner@dot.gov. We look forward to working with you.

Sincerely,

Alex Ansley

Alex Ansley
Chief, Recall Management Division
Office of Defects Investigation
Enforcement