



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

Part 573 Safety Recall Report

25V691

Manufacturer Name: Ford Motor Company

Submission Date: Oct 10, 2025

NHTSA Recall No.: 25V691

Manufacturer Recall No.: 25SA2

Manufacturer Information

Population

Manufacturer Name: Ford Motor Company
Address: 330 Town Center Drive
Suite 500
Dearborn MI, 48126-2738

Total number of potentially involved: 43,438
Estimated percentage with defect: 100%

Vehicle Information

Vehicle 1: 2025-2025 FORD EXPLORER

Product Category: Light Vehicles

Product Type:

Fuel / Propulsion: Hybrid Electric Vehicle

Production Dates: Dec 08, 2023 - Sep 26, 2025

Number of potentially involved: 12,076

Descriptive Information:

The recalled part was introduced into production on 12/08/2023 and was taken out of production on 09/26/2025.

Affected vehicles are equipped with the HEV powertrain and Phoenix Audio System.

These vehicles are not produced in VIN order. Information as to the applicability of this action to specific vehicles can best be obtained by either calling Ford's toll-free line (1-866-436-7332) or by contacting a local Ford or Lincoln dealer who can obtain specific information regarding the vehicles from the Ford On-line Automotive Service Information System (OASIS) database.

Vehicle 2: 2024-2026 Lincoln Nautilus Hybrid

Product Category:

Product Type:

Fuel / Propulsion: Hybrid Electric Vehicle

Production Dates: Apr 04, 2023 - Sep 23, 2025

Number of potentially involved: 31,362

Descriptive Information:

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The recalled software was introduced into production on 04/04/2024 and was taken out of production on 09/23/2025.

Affected vehicles are equipped with the HEV powertrain and Phoenix Audio System.

These vehicles are not produced in VIN order. Information as to the applicability of this action to specific vehicles can best be obtained by either calling Ford's toll-free line (1-866-436-7332) or by contacting a local Ford or Lincoln dealer who can obtain specific information regarding the vehicles from the Ford On-line Automotive Service Information System (OASIS) database.

Defect / Noncompliance Description

Description of the defect or noncompliance:

The vehicle may not emit pedestrian warning sounds in certain instances where there is an error in the audio processing software and the vehicle is driven below 30 kph in electric mode. This condition can occur randomly without input from the driver.

FMVSS1:

FMVSS2:

Description of the safety risk, including crash, fire, death, injury:

If the vehicle does not emit pedestrian warning sounds while being driven in electric mode below 30 kph, pedestrians may not be able to determine by sound whether there is an approaching vehicle, increasing the risk of injury to pedestrians.

Description of the cause:

Software-related faults in the Audio System, specifically within the Digital Signal Processor (DSP) or the Audio Control Module (ACM), may lead to loss of pedestrian alert sounds.

Identification of any warning that can occur:

The driver may observe a message on the Instrument Panel Cluster stating "Pedestrian Sounder Fault. Service Now".

Component Manufacturer

Tier of Supplier: Tier 1

Supplier Type:

Name: Harman International

Address: 30001 Cabot Dr
Novi MI, 48377

Country: United States

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Involved Components

Component Name 1: Audio Control Module

Component Description: Audio Control Module

Component Part Number: R2TT-18K936-C*

Component Name 2: Audio Control Module

Component Description: Audio Control Module

Component Part Number: RB5T-18K936-E*

Component Name 3: Digital Signal Processing Module

Component Description: 24 Channel DSP Module

Component Part Number: R2TT-18T806-F*

Component Name 4: Digital Signal Processing Module

Component Description: 12 Channel DSP Module

Component Part Number: R2TT-18T806-E*

Chronology

On **July 10, 2025**, an issue pertaining to Pedestrian Alert System faults was brought to Ford's Critical Concern Review Group for review.

From **July to September 2025**, Ford reviewed warranty claims and confirmed that some Nautilus Hybrid vehicles may not generate the pedestrian alert sound in certain instances. The investigation identified potential software issues in the Digital Signal Processor (DSP) and Audio Control Module (ACM) that can lead to loss of pedestrian alert sounds.

Ford conducted a read-across to other vehicles with Pedestrian Alert Systems and identified that the 2025-26 MY Explorer Police Hybrid and 2024-26 MY Nautilus Hybrid are using the same suspect Pedestrian Alert System.

As of **September 1, 2025**, Ford is aware of 124 warranty claims on 2024-25 MY Nautilus HEV received between February 12, 2024 and September 1, 2025, and 5 warranty claims on 2025 MY Explorer Police HEV received between February 25, 2025 and June 12, 2025 potentially related to the Pedestrian Alert System.

On **October 3, 2025**, Ford's Field Review Committee reviewed the concern and approved a field action.

Ford is not aware of any reports of accident or injury related to this condition.

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Related NHTSA Recall Number:

Description of Remedy

Remedy Type: Software, Software OTA**Consumer Advisories:** Do Not Drive Park Outside**Description of remedy program:**

Owners will be notified by mail and instructed to take their vehicle to a Ford or Lincoln dealer to have the ACM and DSP modules updated with the latest level software. There will be no charge for this service. Vehicles equipped with Over the Air update capability enabled can receive an OTA software update to the ACM and DSP modules.

How remedy component differs from recalled component:

The remedy ACM software version will be at B3.3 or above, and remedy DSP software version will be at 2.21.2 or above. These software versions will include improvements to mitigate loss of pedestrian alert sound.

Identify how/when recall condition was corrected in production:

Not required per 49 Part 573.

Reimbursement Plan

Manufacturer used general reimbursement plan on file.

Recall Schedule

Description of recall schedule:

Notification to dealers is expected to occur on October 10, 2025. Mailing of remedy owner notification letters is expected to begin November 10, 2025 and is expected to be completed by November 14, 2025. The date VINs are planned to be searchable is October 10, 2025.

Part 573 Safety Recall Report**25V691****Planned Dealer Notification Date:** Oct 10, 2025 - Oct 10, 2025 No Dealers**Planned Interim Owner Notification Date:** No Owners**Planned Remedy Owner Notification Date:** Nov 10, 2025 - Nov 14, 2025 Phased Recall**Date when VIN will be searchable:** Oct 10, 2025