U.S. Department of Transportation

National Highway Traffic Safety Administration

Part 573 Safety Recall Report 26V371

Manufacturer Name: Ford Motor Company
Submission Date: Jun 23, 2026
NHTSA Recall No.: 26V371
Manufacturer Recall No.: 26S39

Manufacturer Information

Manufacturer Name: Ford Motor Company
Address: 20000 Rotunda Drive
Mezzanine
Dearborn MI, 48124

Population

Total number of potentially involved: 58
Estimated percentage with defect: 100%

Vehicle Information

Vehicle 1: 2024-2024 FORD EXPLORER
Product Category: Light Vehicles
Product Type: Multipurpose Passenger Vehicle
Fuel / Propulsion:
Production Dates: Jan 03, 2024 - Apr 25, 2024
Number of potentially involved: 58
Descriptive Information:

Affected vehicles are equipped with 2.3L engines and 10R60 automatic transmissions and experienced a Powertrain Control Module (PCM) reset. Ford's team reviewed connected vehicle data records to determine the population of affected vehicles. The Ford process is capable of tracing vehicles in this population.

58 Explorer vehicles are affected.

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:

Affected vehicles may have experienced one or more PCM reset(s) caused by a connected data request. If a PCM reset occurred while the vehicle was in motion, the park system may have sustained damage.

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FMVSS1:

FMVSS2:

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

If park system damage occurs, the system may not subsequently shift into “PARK”, which can result in unintended vehicle movement, increasing the risk of injury or crash.

Description of the cause:

A connected data request utilized a Diagnostic Identifier (DID) data packet that was too large for the PCM in the affected vehicles. This could cause the buffer to overflow, which could have resulted in a PCM module reset error state. A PCM reset would cause the transmission to shift to park, which can damage the park system if the vehicle is in motion.

Identification of any warning that can occur:

If the vehicle’s park system is unable to shift into “PARK”, the Electronic Parking Brake (EPB) applies, and warning will be via a wrench light in the cluster. If the vehicle’s park system is damaged but is still able to shift into “PARK,” there may be no warning.

Component Manufacturer

Tier of Supplier:

Supplier Type: OEM

Name: Ford Motor Company

Address: 1 American Rd
Dearborn MI, 48126

Country: United States

Involved Components

Component Name 1: Powertrain Control Module (PCM)

Component Description: Powertrain Control Module

Component Part Number: 12A650

Chronology

On May 11, 2026, an issue pertaining to a PCM reset that may have caused park system damage on certain 2024 MY Explorers was brought to Ford’s Critical Concern Review Group (CCRG) for review.

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CCRG analyzed warranty data and identified claims related to unexpected park system actuation attributed to this condition. These claims described experiences starting on April 28, 2026. After review, engineering teams at Ford determined that the affected vehicles had received and accepted a connected data request that exceeded the PCM data buffer capacity, resulting in a PCM reset and park system actuation. The population is based on review of connected vehicle data and includes all vehicles that accepted the suspect connected vehicle data request. Ford's CCRG also reviewed recall #23S05 / 23V-069 in the context of this investigation.

As of May 22, 2026, Ford is aware of 27 warranty claims alleging symptoms related to this condition. Ford is not aware of any Vehicle Owner Questionnaires (VOQs) related to this condition.

Ford is not aware of any accidents, injuries, or fires related to this condition.

On June 2, 2026, Ford's Field Review Committee reviewed the concern and approved a safety recall.

Related NHTSA Recall Number:

Description of Remedy

Remedy Type: Inspect, Repair

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 vehicle inspected for potential damage to the park system in transmission assembly L1MZ-7000-R (4WD) or L1MZ-7000-Q (2WD). Vehicles identified with damage will have park system components replaced. There will be no charge for this service.

How remedy component differs from recalled component:

The transmissions in recalled vehicles are suspected to have sustained damage to the park system during an unintended PCM reset. Damaged park system components will be replaced by new components as appropriate.

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

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Description of recall schedule:

Notification to dealers is expected to occur on June 12, 2026. Mailing of remedy owner notification letters is expected to begin June 15, 2026 and is expected to be completed by June 19, 2026. The date VINs are planned to be searchable is June 12, 2026.

Planned Dealer Notification Date: Jun 12, 2026 ☐ No Dealers

Planned Interim Owner Notification Date: ☐ No Owners

Planned Remedy Owner Notification Date: Jun 15, 2026 - Jun 19, 2026 ☐ Phased Recall

Date when VIN will be searchable: Jun 12, 2026