



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

Part 573 Safety Recall Report

26V415

Manufacturer Name: Ford Motor Company

Submission Date: Jul 28, 2026

NHTSA Recall No.: 26V415

Manufacturer Recall No.: 26S51

Manufacturer Information

Population

Manufacturer Name: Ford Motor Company

Address: 20000 Rotunda Drive
Mezzanine
Dearborn MI, 48124

Total number of potentially involved: 66,383

Estimated percentage with defect: 100%

Vehicle Information

Vehicle 1: 2025-2027 Ford Explorer

Product Category: Light Vehicles

Product Type: Multipurpose Passenger Vehicle

Fuel / Propulsion: Hybrid Electric Vehicle

Production Dates: Dec 08, 2023 - May 05, 2026

Number of potentially involved: 18,242

Descriptive Information:

The recalled parts were introduced into production on December 8, 2023 and were taken out of production on June 18, 2026.

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.

18,242 Explorer vehicles are affected.

Vehicle 2: 2024-2027 Lincoln Nautilus

Product Category: Light Vehicles

Product Type: Multipurpose Passenger Vehicle

Fuel / Propulsion: Hybrid Electric Vehicle

Production Dates: Apr 04, 2023 - May 27, 2026

Number of potentially involved: 48,141

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26V415**Descriptive Information:**

The recalled parts were introduced into production on April 4, 2023 and were taken out of production on June 18, 2026.

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.

48,141 Nautilus vehicles are affected.

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:

Loss of Pedestrian Alert function can occur due a software issue within the DSP module or an additional non-DSP related causal factor that is still under investigation.

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:**

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Name: Harman International

Address: 30001 Cabot Dr
Novi MI, 48377

Country: United States

Involved Components

Component Name 1: Digital Signal Processing Module

Component Description: 24 Channel DSP Module

Component Part Number: R2TT-18T806-F*

Chronology

On **February 19, 2026**, an issue pertaining to loss of Acoustic Vehicle Alerting System (AVAS) (also referred to as Pedestrian Alert System (PAS)) function on vehicles that had previously received the remedy for Ford's Safety Recall 25SA2 was brought to Ford's Critical Concern Review Group for review. Safety Recall 25SA2 addressed the loss of PAS functionality due to a software-related defect within the Digital Signal Processor (DSP) or the Audio Control Module (ACM) of certain hybrid electric vehicles. The remedy for 25SA2 was a software update that Ford made available through dealer service on October 29, 2025. On February 26, 2026, CCRG requested a pause in the deployment of this service remedy due to post-recall complaints for the loss of PAS functionality. In these complaints, many drivers reported observing a message on the Instrument Panel Cluster stating "Pedestrian Sounder Fault. Service Now".

In March and April 2026, CCRG analyzed warranty claims and began its technical investigation. First, CCRG binned the post-recall complaints against the different audio architectures. In total, for the HEVs, there are three different audio systems: the base audio system, the 12-channel DSP system, and the 24-channel DSP system. The team identified a potential software issue within the 24-channel DSP system on Nautilus HEV vehicles that can cause a loss of PAS function. However, this causal factor accounted for a portion of the warranty claims associated with this topic and did not fully explain why there was a loss of PAS functionality after receiving the 25SA2 remedy. CCRG continued its investigation.

In May and June 2026, CCRG identified an additional concern that appears to affect all audio systems on the Nautilus HEV and Explorer HEV vehicle variants and leads to intermittent loss of PAS function. While the precise cause of this condition remains under investigation, CCRG believes that the condition appears to be related to vehicles detecting a loss of communication between the Audio Control Module (ACM) and the Accessory Protocol Interface Module (APIM). When this occurs, two specific Diagnostic Trouble Codes (DTCs) are recorded. Based on a review of connected vehicle data and customer interviews, CCRG believes drivers may randomly lose PAS function for a key cycle. It is not known at this time if the loss of PAS function is due to a communication loss occurring between the ACM and the APIM or if there is an error in the detection and response strategy that results in DTCs and subsequent loss of PAS function.

On **June 23, 2026**, Ford's Field Review Committee reviewed the concerns and approved a field action; however, the remedy was not fully described as more root cause investigation was needed.

By late June and July 2026, Ford's Audio and IVI teams determined that the additional PAS system concern is related to a transient interaction between the ACM and the Accessory Protocol Interface Module (APIM) rather than a persistent hardware defect. Analysis of CAN message history on test

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vehicles led to the understanding that DTCs typically occur during initialization of the audio bus at vehicle start. Additional analysis of retail vehicle connected data found that most audio system faults take place while the vehicle is in Park. In summary, this is a momentary condition during vehicle startup, usually while the vehicle is in Park, and results in unavailability of the PAS function for the remainder of the key cycle.

On **July 21, 2026**, Ford's Field Review Committee reviewed the proposed remedy and approved an amendment to the 26S51 field action.

As of May 1, 2026, Ford is aware of 65 warranty claims on model year 2024–2026 Nautilus HEV vehicles and 7 warranty claims on model year 2025–2026 Explorer HEV vehicles alleging post-25SA2 PAS issues.

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

Related NHTSA Recall Number: 25SA2

Description of Remedy

Remedy Type: Replace, Software, Software OTA

Consumer Advisories: ☐ Do Not Drive ☐ Park Outside

Description of remedy program:

Owners of 28 speaker Nautilus HEV vehicles will be notified by mail and instructed to take their vehicle to a Ford or Lincoln dealer to have the DSP module replaced.

Additionally, owners of all Explorer HEV vehicles included in this program will be instructed to take their vehicle to a Ford or Lincoln dealer to have the APIM software updated.

Additionally, owners of Nautilus 10 speaker and 13 speaker HEV vehicles will be eligible for OTA update for the APIM software remedy. Ford is anticipated to begin Lincoln Software Update Over-The-Air (OTA) deployment to update the APIM software for affected vehicles in August 2026. Alternatively, owners will have the option to take their vehicle to a Ford or Lincoln dealer to complete the software update.

There will be no charge for these services.

How remedy component differs from recalled component:

On 28 speaker Nautilus HEV vehicles, the remedy DSP will have software version 2.24 or above. This software version will include improvements to mitigate loss of pedestrian warning sound.

On all Nautilus HEV and Explorer HEV vehicles included in this program, the APIM software will be updated to version 1.2.5.7, version 2.0.11, or above.

Identify how/when recall condition was corrected in production:

Not required per 49 Part 573.

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Reimbursement Plan

Manufacturer used general reimbursement plan on file.

Recall Schedule

Description of recall schedule:

Notification to dealers is expected to occur on July 7, 2026. Mailing of interim owner notification letters is expected to begin August 17, 2026 and is expected to be completed by August 21, 2026. Mailing of remedy owner notification letters is expected to begin August 3, 2026 and is expected to be completed by October 30, 2026. The date VINs are planned to be searchable is July 7, 2026.

Planned Dealer Notification Date: Jul 07, 2026

☐ No Dealers

Planned Interim Owner Notification Date: Aug 17, 2026 - Aug 21, 2026

☐ No Owners

Planned Remedy Owner Notification Date: Aug 03, 2026 - Oct 30, 2026

☒ Phased Recall

Date when VIN will be searchable: Jul 07, 2026