U.S. Department of Transportation

National Highway Traffic Safety Administration

Part 573 Safety Recall Report 26V691

Manufacturer Name: Ford Motor Company
Submission Date: Oct 20, 2026
NHTSA Recall No.: 26V691
Manufacturer Recall No.: 26S77

Manufacturer Information

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

Population

Total number of potentially involved: 36,994
Estimated percentage with defect: 100%

Vehicle Information

Vehicle 1: 2025-2027 LINCOLN NAVIGATOR
Product Category: Light Vehicles
Product Type: Multipurpose Passenger Vehicle
Fuel / Propulsion:
Production Dates: Nov 09, 2023 - Aug 17, 2026
Number of potentially involved: 36,994

Descriptive Information:

The recalled part was introduced into production on 11/9/2023 and was taken out of production on 8/17/2026.

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.

-36,994 Navigator vehicles are affected.

Defect / Noncompliance Description

Description of the defect or noncompliance:

The front passenger seat may move fore/aft or recline up/down uncommanded with the chauffer seat feature that is controlled through a rear audio control module (RACM).

FMVSS1:

FMVSS2:

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

Unintended or uncommanded full travel of the front passenger seat can contact occupants seated in the second passenger row or force the front passenger into a potentially unsafe seating position, increasing the risk of injury.

Description of the cause:

Affected vehicles contain a “Chauffer Seat Feature” that can be accessed by a passenger in the rear seat via a second-row digital touchscreen console, known as the RACM. One action on this RACM is to allow the rear passenger the ability to move the front passenger seat in order to provide more legroom. Residue left on the RACM can be registered as finger touch input allowing the front passenger seat to move unintentionally. Additionally, if the home screen button on the RACM is pressed at the same time the seat movement button is pressed, the seat may continue moving to its full travel limit without any additional input.

Identification of any warning that can occur:

Erratic button selections and menu changes may be observed on the RACM display.

Component Manufacturer

Tier of Supplier: Tier 1

Supplier Type: OEM

Name: Preh GmbH

Address: Schweinfurter Straße 5-9
Bad Neustadt Foreign States, 97616

Country: Germany

Involved Components

Component Name 1: Rear Audio Control Module (RACM)

Component Description: Second-row digital display

Component Part Number: RL7T-18E261-BK

Component Name 2: Accessory Protocol Interface Module (APIM)

Component Description: Front multimedia module with Google Automotive Services

Component Part Number: TU5T-14H522-FF

Component Name 3: Accessory Protocol Interface Module (APIM)

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Component Description: Front multimedia module without Google Automotive Services

Component Part Number: TU5T-14H522-HF

Chronology

August – October 2026

On August 13, 2026, a customer reported being seated in the second row behind the passenger seat and experienced the front passenger seat reclining against their legs without touching the rear controls. No passenger was sitting in the front passenger seat according to the customer. The following day, Ford's Body Controls Engineering team traveled to the dealership to examine the vehicle and were able to reproduce the concern on other Navigator vehicles with the Chauffeur Seat Feature. On August 19, 2026, the Body Controls Engineering team brought the concern to Ford's Critical Concern Review Group (CCRG) for further investigation.

The CCRG reviewed the Chauffeur Seat Feature function, on these vehicles can be accessed two ways: (1) via the RACM screen, or (2) the front center display screen. The passenger seat movement is commanded by pressing and holding the soft button on either display. CCRG also evaluated how this condition could affect a rear seat passenger or a front seat passenger. CCRG reviewed the seat motor's stall forces and how the passenger seat controls interacted with commands from the RACM.

The CCRG investigation determined that if the home screen button is pressed on the RACM at the same time a seat control button is pressed, the Controller Area Network (CAN) request for seat movement can become "latched," allowing the front passenger seat to continue to move although the seat menu is no longer displayed. Additionally, phantom/ghost touches may occur on the RACM screen in the presence of residue on the screen surface. These phantom/ghost touches erratically activate buttons on the screen and can also transition between menus. The vehicle inspected on August 14, 2026 showed evidence of contamination on the screen. The suspect module was further analyzed on a bench and a video captured the reproduction of erratic button inputs when moisture was applied to the screen. As of September 2, 2026, CCRG identified 3 warranty reports, and 1 field report for unintended seat movement.

On **October 13, 2026**, 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.

Related NHTSA Recall Number:

Description of Remedy

Remedy Type: Disconnect/Disable, 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 Chauffeur Mode Feature disabled through a configuration update to the APIM and RACM, using the dealer service tool. There will be no charge for this service.

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How remedy component differs from recalled component:

Vehicles with recalled RACMs and APIMs (RL7T-18E261-BK, TU5T-14H522-FF, TU5T-14H522-HF) are equipped with the Chauffeur Mode feature. The remedy will remove the Chauffeur Mode function.

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 26, 2026. Mailing of remedy owner notification letters is expected to begin November 2, 2026 and is expected to be completed by November 6, 2022. The date VINs are planned to be searchable is October 26, 2026.

Planned Dealer Notification Date: Oct 26, 2026 - Oct 26, 2026 ☐ No Dealers

Planned Interim Owner Notification Date: ☐ No Owners

Planned Remedy Owner Notification Date: Nov 02, 2026 - Nov 06, 2026 ☐ Phased Recall

Date when VIN will be searchable: Oct 26, 2026