



SSM 53289 2024-2025 Nautilus, 2025 Explorer/Aviator - Person In The Vehicle Cannot Be Heard During Inbound Call

Some 2024-2025 Nautilus and 2025 Explorer/Aviator vehicles may exhibit a concern where during an inbound phone call the person in the vehicle cannot be heard. This may be due to the software in the accessory protocol interface module (APIM). Replacement or reprogramming of the APIM will not resolve this condition. Inform customers that Ford is working on additional software enhancements which are expected to be delivered over-the-air (OTA) by late Q1 2025. Software will update automatically if vehicle connectivity is enabled in the vehicle's settings. Schedule a service visit for customers who have disabled vehicle connectivity or who report that they did not receive the update in late Q1 2025. Monitor Professional Technician System (PTS) for additional information.