



TECHNICAL SERVICE BULLETIN

Inbound Call Cannot Be Heard, Wireless Charger Icon Inaccurate, And/Or Auto Hold/Auto Start-Stop/Defrost Button LED Indicators Inoperative

25-2421
09 September
2025

This bulletin supersedes 25-2283. Reason for update: add production cutoff dates.

Model:

Ford 2025 Explorer	Built on or before 27-Nov-2024
Lincoln 2024-2025 Nautilus	
2025 Aviator	Built on or before 27-Nov-2024

Markets: North American markets only

Issue: Some of the vehicles listed in the Model statement above may exhibit at least one of the following conditions:

- Inbound call cannot be heard
- Wireless charger icon inaccurate
- Auto hold, auto start-stop, and/or defrost button LED indicators inoperative

This may be due to the APIM software.

Action: For vehicles that meet all of the criteria in the Issue and Model statements, follow the Service Procedure to reprogram the APIM.

Warranty Status: Eligible under provisions of New Vehicle Limited Warranty (NVLW)/Service Part Warranty (SPW)/Service Part New Vehicle (SPNV)/Extended Service Plan (ESP) coverage. Limits/policies/prior approvals are not altered by a TSB. NVLW/SPW/SPNV/ESP coverage limits are determined by the identified causal part and verified using the OASIS part coverage tool.

Labor Times

Description	Operation No.	Time
2024-2025 Nautilus, 2025 Explorer/Aviator: Perform Software Update For GWM, TCU And APIM Per Service Procedure. Includes Time To Clear Codes.	252421A	1.9 Hrs.
Additional Time For Further Updates To GWM, TCU And APIM. Refer To Warranty & Policy Manual, Section 1.3 For "Time Recording Requirements And Procedures For Actual Time". Ford Monitors Module Reprogramming Vehicle History Session Data To Compare Against Warranty Claiming Activity (Can Be Claimed With Operation A)	AP252421B	Actual Time Up To 2.0 Hrs.

Repair/Claim Coding

Causal Part:	14H522
Condition Code:	04

Service Procedure

NOTE: The time required to complete this procedure varies depending on several factors including the number of module software updates required, available internet bandwidth, USB flash drive variability, and the potential that CAN flashing (software update via the DLC with FDRS) may be required. Connect to the internet with an ethernet cable, use a USB 3.2 Gen 2 or higher flash drive. When performing USB software updates, using high speed USB ports on the laptop is recommended for faster file transfer.

1. Start an FDRS session and navigate to Toolbox tab > Datalogger > body control module (BCM) and select the BATT_SOC PID. Verify the PID reads 50% or higher.

NOTE: Connecting the battery charger negative clamp directly to the battery negative terminal might result in the SOC PID not immediately reflecting the improvement from charging.

(1). If SOC is less than 50%, charge the battery by attaching the battery charger's negative clamp to the engine or chassis ground and not the negative battery terminal. Refer to WSM, Section 414-01.

(2). If the battery is unable to achieve a 50% SOC, use the Rotunda GRX-3590 or DCA-8000 testers to verify if replacement is required.

- If the battery does not need to be replaced, disconnect the Rotunda charger and perform a BMS reset using the FDRS scan tool.
- If the battery is replaced, fully charge the new battery, disconnect the Rotunda charger and perform a BMS reset using the FDRS scan tool.
- Claim the battery testing and replacement outside of this article.

2. Reconnect the battery charger and set it to maintain a vehicle voltage of 12.6-13.6 volts. A low battery voltage or SOC while performing a software update to any module may result in a repeat "Restart Required" message in the vehicle's center display screen or a message on the FDRS saying "Part Number Validation Failed" or "DID Validation Failed".

3. Run the "Read The Configuration Data" app in FDRS, located in Toolbox > Multi- Module tab.

4. Navigate to the SW Updates tab. Is there a software update available for any of the following modules?

- GWM
- TCU
- APIM

(1). Yes - proceed to Step 5.

(2). No - this article does not apply.

5. Prepare to update the software for the GWM, TCU, and APIM.

(1). A 64GB or larger USB flash drive is required for GWM, TCU, and APIM software updates. USB 3.2 Gen 2 or higher is recommended for faster file transfer on both the computer port and the USB drive.

(2). Make sure the USB flash drive being used is formatted correctly. To see the available drives, hold down the Windows icon keyboard key and press the E keyboard key. Right click on the USB flash drive and select Properties. If File System under the General tab is not exFAT, the drive must be formatted.

(3). To format the USB flash drive:

- Right click on the USB flash drive.
- Select Format, select exFAT for the File System.
- Select Default Allocation Size for the Allocation Unit Size.

(4). De-selecting Quick Format is not necessary and results in a lengthier operation.

6. Using the FDRS, begin module programming by selecting the "SW Updates" tab. Follow all on-screen instructions carefully.

7. When prompted, connect the USB flash drive to the FDRS.

8. When prompted by the FDRS, safely remove/eject the USB flash drive from the FDRS. Start the vehicle (KOER) then connect the USB flash drive to the USB media hub to install the software into the module. When the USB software update begins, the center display screen displays a message stating "Do Not Remove USB". The update may take 10 minutes or longer to complete.

NOTE: It may take up to 5 minutes for the vehicle to recognize the USB flash drive with software update.

9. When the vehicle's center display screen prompts to restart the vehicle:

(1). Turn the vehicle OFF.

(2). Wait 10 minutes.

(3). Restart the vehicle (KOER). The update is still in process at this time.

10. Follow FDRS on-screen prompts to complete the update.

NOTE: It may take up to 5 minutes before "Update Successful" appears in the vehicle's center display screen. After 5 minutes if "Update Successful" pop-up is not shown on the center display screen, remove the USB flash drive and select YES on the FDRS prompt stating "Was The USB Update Successful" (FDRS verifies if the module software update was successfully installed on the module).

11. Perform the software update for the GWM. Follow all update screens. If there is no GWM software update available, proceed to Step 12.

(1). If there is no screen prompt indicating that the software update is in progress:

- Perform the Digital Experience reset.

(2). Follow the center display screen prompts.

(3). Follow FDRS prompts to complete the GWM programming.

- Once the pop up stating "Update Successful" appears in the center display screen, select Close, remove the USB flash drive from the USB media hub, and select Yes on FDRS indicating the update installed successfully. This initiates the remaining automated configuration steps and reports the module software part numbers and application software levels to the Ford online database. Failure to follow this step results in an inaccurate database as well as omitted, improperly installed, or improperly configured applications (features) such as navigation (if equipped). It is normal for the module to reset during this step.

(4). Proceed to Step 12.

12. Perform the software update for the TCU. Follow all update screens. If there is no TCU software update available, proceed to Step 13.

(1). If there is no screen prompt indicating that the software update is in progress:

- Perform the Digital Experience reset.

(2). Follow the center display screen prompts.

(3). Follow FDRS prompts to complete the TCU programming.

- Once the pop up stating "Update Successful" appears in the center display screen, select Close, remove the USB flash drive from the USB media hub, and select Yes on FDRS indicating the update installed successfully. This initiates the remaining automated configuration steps and reports the module software part numbers and application software levels to the Ford online database. Failure to follow this step results in an inaccurate database as well as omitted, improperly installed, or improperly configured applications (features) such as navigation (if equipped). It is normal for the module to reset during this step.

(4). Proceed to Step 13.

13. Perform the software update for the APIM. Follow all update screens. If there is no APIM software update available, proceed to Step 14.

(1). If there is no screen prompt indicating that the software update is in progress:

- Perform the Digital Experience reset.

(2). Follow the center display screen prompts.

(3). Follow FDRS prompts to complete the APIM programming.

- Once the pop up stating "Update Successful" appears in the center display screen, select Close, remove the USB flash drive from the USB media hub, and select Yes on FDRS indicating the update installed successfully. This initiates the remaining automated configuration steps and reports the module software part numbers and application software levels to the Ford online database. Failure to follow this step results in an inaccurate database as well as omitted, improperly installed, or improperly configured applications (features) such as navigation (if equipped). It is normal for the module to reset during this step.

(4). Proceed to Step 14.

14. Format the USB drive.

- Right click on the USB flash drive.
- Select Format, select exFAT for the File System.
- Select Default Allocation Size for the Allocation Unit Size.
- De-selecting Quick Format is not necessary and results in a lengthier operation.

NOTE: The USB drive must be formatted immediately after the APIM software update (prior to updating any other module) or the subsequent updates may fail.

15. Are there any updates available for the GWM, TCU, and/or APIM?

NOTE: The option to update a module may not be available until other module(s) are updated to a certain level. The network test is a confirmation that all modules are at the latest available software. Some repairs may require multiple network tests to reveal all module dependent software.

(1). Yes - proceed to Step 11.

(2). No - repair is complete.

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