



SSM 54518 2024-2026 Nautilus, 2025-2026 Explorer/Aviator, 2025 Expedition/Navigator - Poor Phone Call Audio Quality When Using Apple CarPlay®

Some 2024-2026 Nautilus, 2025-2026 Explorer/Aviator and 2025 Expedition/Navigator vehicles may exhibit a concern where during an inbound phone call using CarPlay®, 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 engineering is currently working on a software solution for this condition and will be released via a software update delivered over-the-air (OTA) expected by April 2026. The software will update automatically if vehicle connectivity is enabled in the vehicle settings. Schedule a service visit for customers who have disabled vehicle connectivity or who report that they did not receive the update by May 2026. Monitor Professional Technician System (PTS) for additional information.