



TECHNICAL SERVICE BULLETIN

Poor Speaker Sound Quality And/Or Poor Call Sound Quality While Using Apple CarPlay® or Bluetooth

26-2196

27 April 2026

This bulletin supersedes 26-2100. Reason for update: update vehicle symptoms, affected vehicle lines, and model years.

Model:

Ford 2025 Expedition	
2025-2026 Explorer	Built on or before 3-Feb-2026
Lincoln 2025-2026 Aviator	Built on or before 3-Feb-2026
2025 Navigator	
2024-2026 Nautilus	

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:

- Poor speaker sound quality (static, poor, crackle) while using Apple CarPlay® or Bluetooth audio.
- Poor or muffled outbound phone call sound quality while using Apple CarPlay® or Bluetooth audio.

This may be due to the software in the APIM.

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: Warranty coverage limits and policies are not altered by a TSB. Warranty coverage limits are determined by the identified causal part.

Labor Times

Description	Operation No.	Time
2024-2026 Nautilus: Check APIM Software Version, Reprogram APIM, TCU, and GWM 1 Time. Includes Time to Write Vehicle Story to Support Labor Operations Selected (Can Be Claimed With B, C and D)	262196A	2.6 Hrs
2024-2026 Nautilus: Extra Time for Additional GWM Reprogramming (Can Be Claimed With A, C and D)	262196B	0.5 Hrs
2024-2026 Nautilus: Extra Time for Additional TCU Reprogramming (Can Be Claimed With A, B and D)	262196C	0.4 Hrs
2024-2026 Nautilus: Extra Time for Additional APIM Reprogramming (Can Be Claimed With A, B and C)	262196D	1.2 Hrs
2025-2026 Explorer/Aviator: Check APIM Software Version, Reprogram APIM, TCU, and GWM 1 Time. Includes Time to Write Vehicle Story to Support Labor Operations Selected (Can Be Claimed With F, G and H)	262196E	2.6 Hrs
2025-2026 Explorer/Aviator: Extra Time for Additional GWM Reprogramming (Can Be Claimed With E, G and H)	262196F	0.5 Hrs
2025-2026 Explorer/Aviator: Extra Time for Additional TCU Reprogramming (Can Be Claimed With E, F and H)	262196G	0.4 Hrs
2025-2026 Explorer/Aviator: Extra Time for Additional APIM Reprogramming (Can Be Claimed With E, F and G)	262196H	1.2 Hrs

2025 Expedition/Navigator: Check APIM Software Version, Reprogram APIM, TCU, and GWM 1 Time. Includes Time to Write Vehicle Story to Support Labor Operations Selected (Can Be Claimed With K, L And M)	262196J	2.6 Hrs
2025 Expedition/Navigator: Extra Time for Additional GWM Reprograming (Can Be Claimed With J, L And M)	262196K	0.5 Hrs
2025 Expedition/Navigator: Extra Time for Additional TCU Reprograming (Can Be Claimed With J, K And M)	262196L	0.4 Hrs
2025 Expedition/Navigator: Extra Time for Additional APIM Reprograming (Can Be Claimed With J, K And L)	262196M	1.2 Hrs

Repair/Claim Coding

Causal Part:	14H522
Condition Code:	04

Service Procedure

1. Confirm the APIM software version.

- While the vehicle is powered up with ignition in run or accessory, go to the vehicle icon on the center display screen.
- Go to Settings, select System.
- Select About.
- Find the build number.

2. Is the APIM software version in the vehicle at V1.2.5.5 or higher?

- (1). Yes - this article does not apply.
- (2). No - proceed to Step 3.

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 the FDRS may be required. 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. Refer to the WSM, Section 418-01A Module Configuration > General Procedures > Module Programming.

3. Run the "Read The Configuration Data" application 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 - additional support may be required. Perform normal dealer internal escalation process outside of this TSB. Proceed to Step 8.

5. Prepare and update the software for the GWM, TCU, and APIM. Refer to the WSM, Section 418-01A Module Configuration > General Procedures > Module Programming.

6. Check the current APIM software version. Is the software version in the vehicle at V1.2.5.5 or higher?

- (1). Yes - proceed to Step 8.
- (2). No - proceed to Step 7.

7. 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 5.

(2). No - additional support may be required. Perform normal dealer internal escalation process outside of this TSB. Proceed to Step 8.

8. Add the vehicle story to warranty claim to support labor operations selected.

- (1). ID the vehicle in P.T.S.
- (2). Under the diagnostics tab select vehicle history.
- (3). Select programming date.
- (4). Select Story Creator.
- (5). Select modules programmed.
- (6). Click on Create Story.
- (7). Copy Story to warranty comments.

© 2026 Ford Motor Company

All rights reserved.

NOTE: The information in Technical Service Bulletins is intended for use by trained, professional technicians with the knowledge, tools, and equipment to do the job properly and safely. It informs these technicians of conditions that may occur on some vehicles, or provides information that could assist in proper vehicle service. The procedures should not be performed by "do-it-yourselfers". Do not assume that a condition described affects your car or truck. Contact a Ford or Lincoln dealership to determine whether the Bulletin applies to your vehicle. Warranty Policy and Extended Service Plan documentation determine Warranty and/or Extended Service Plan coverage unless stated otherwise in the TSB article. The information in this Technical Service Bulletin (TSB) was current at the time of printing. Ford Motor Company reserves the right to supersede this information with updates. The most recent information is available through Ford Motor Company's on-line technical resources.