



## **SSM 52462 2024 Nautilus - Driver Seat And Steering Column Not Moving To Easy Entry Position After Setting Up A Client Profile**

Some 2024 Nautilus vehicles may exhibit a concern with the driver seat and steering column moving to the saved memory position instead of the easy entry position when approaching or unlocking the vehicle with the key fob. This condition may occur after setting up a client profile and is due to the driver front seat module (DSM) software. Inform customers that they can continue to drive the vehicle and that engineering is currently working on revised DSM software for this condition that is expected in Q3 2024. In the interim, easy entry will function if the key fob is unlinked from the customers personal profile by selecting the profile on the center display screen, pressing the edit icon, choosing ID Method, pressing Unlink Key Fob, and then selecting Unlink from the pop-up screen. The customers driver seat and steering column memory settings will no longer be saved to the key fob but can be recalled by using the memory switches on the door or on the center display screen. Monitor OASIS for additional information and schedule service appointments for customers once the repair becomes available.