

# SSM 52724

**Title:**

2024 Nautilus, 2025 Explorer/Police Interceptor Utility - Right (Passenger) Exterior Mirror Does Not Unfold After The Vehicle Is Unlocked

**Text:**

Some 2024 Nautilus and 2025 Explorer/Police Interceptor Utility vehicles may exhibit a symptom where the vehicle's right (passenger) exterior mirror does not come out of the folded position after the vehicle is unlocked. This may be due to a software concern within the driver's door module (DDM) and passenger's door module (PDM). If the mirror unfolds after pressing the mirror fold button in the vehicle twice, inform customers that they can continue to drive the vehicle and engineering is currently working on a solution for this condition that is expected in Q4 2024. Replacement or reprogramming of the DDM and PDM will not resolve this condition at this time. Monitor OASIS for additional information and schedule service appointments for customers once the repair becomes available. If the mirror does not unfold after pressing the mirror fold button in the vehicle twice, refer to Workshop Manual (WSM), Section 501-09 for further diagnostics.