



SSM 53681 2025 Expedition/Navigator - 3rd Row Seat Power Fold Inoperative

Some 2025 Expedition/Navigator vehicles equipped with third row power seats may experience an inoperative power fold condition when a power fold seat control switch button is pressed (3L, Both or 3R). This may be due to the software within the seat control module J (SCMJ). Third row seat power fold function can be restored by performing the following updated relearn procedure: 1. Start the vehicle and open the power liftgate/tailgate. 2. Remove all items from the 2nd and 3rd row seats including any obstructions that can prevent the third-row seats from folding/unfolding. 3. Push and hold the power fold seat control switch button labeled "Both" for 1 minute. The seats will begin to move. 4. Once the seats have stopped, hold the "both" button for an additional 5 seconds. 5. Verify correct power fold operation has returned to the third-row seat by pressing the "3L" and "3R" buttons independently. If the third-row power fold function remains inoperative after performing the revised relearn procedure, continue with normal Workshop Manual (WSM) diagnostics located in Section 501-10C. The Owner's Manual and WSM are in process of being updated with this revised relearn procedure. If the third-row power fold function returns to normal after performing the revised relearn procedure, replacing or updating the software of the SCMJ is not expected to resolve this condition. Inform customers that engineering is currently working on a solution for this condition that will be available by 15-August-2025. This software update will also be released, via an update delivered over-the-air (OTA). Monitor Professional Technician System (PTS) for additional information. This symptom may return after a successful relearn procedure has been performed. Provide a copy of this message to the customer so that they may have the option to perform the revised relearn procedure should the symptom return while waiting for the software to become available.