



SSM 53955 2025 Expedition/Navigator - 3rd Row Seat Power Fold Inoperative

Some 2025 Expedition/Navigator vehicles equipped with 3rd row power seats may experience an inoperative power fold condition when a seat control switch button is pressed (3L, Center or 3R). This condition may be caused by an obstruction detected during a prior power fold event, triggering a protective lockout. 3rd row seat power fold function may be restored with the following relearn procedure: 1. Start the vehicle and open the tailgate. 2. Remove all items from the 2nd and 3rd row seats including any obstructions that can prevent from folding/unfolding. 3. Slide the 2nd row seats forward. 4. Press and hold the center 3rd power fold seat control button (located between 3L and 3R) for 1 minute. The seats will begin to move. 5. Continue holding the center button for an additional 5 seconds after the seats have stopped moving. 6. Press the 3L and 3R buttons independently to verify that the seats are folding properly. If the inoperative condition remains, continue with normal diagnostics in Workshop Manual (WSM), Section 501-10C. The Owner's Manual and WSM have been updated with this revised procedure. If the 3rd row power fold function returns to normal after performing the relearn procedure, but the condition recurs, replacement of parts or updating software will not resolve this condition. Inform customers that engineering is developing a software solution that will simplify resetting the 3rd row that will be available by 15-Aug-2025. This software update will also be released via an update delivered over-the-air (OTA). Monitor Professional Technician System (PTS) for additional information. Since the relearn procedure is effective, but the condition may recur before the software update, give the customer the relearn steps to perform the reset themselves if needed. A warranty repair involving parts replacement is not required for this condition.