

## CERTAIN 2025 MODEL YEAR EXPEDITION AND NAVIGATOR VEHICLES — SEAT CONTROL MODULE J - SOFTWARE UPDATE

### SERVICE PROCEDURE

**IMPORTANT!** The Service Technician Specialty Training (STST) Competency 10 certification requirement in the U.S. market only will be enforced starting with repair orders opened on or after August 31, 2024. Field Service Action (FSA) repairs will reject and the claim will not be paid if the repairing technician is not certified in STST Competency 10 FSA. See Electronic Field Communication (EFC)15936 for more details.

### Module Programming

**NOTE:** Program appropriate vehicle modules before performing diagnostics and clear all Diagnostic Trouble Codes (DTCs) after programming. For DTCs generated after programming, follow normal diagnostic service procedures.

1. Connect a battery charger to the 12-volt battery.

- Use of a heavy-duty charger is recommended to maintain proper battery voltage during this procedure.

**NOTE:** Verify the negative cable of the charger is installed on a chassis or engine ground and not the 12-volt battery negative terminal to prevent the battery saver mode from activating on the vehicle.

**NOTE:** If the diagnostic software does not load or if the vehicle cannot be identified properly, make sure there is a good internet connection and the Vehicle Communication Module (VCM) is properly connected to the Data Link Connector (DLC).

2. Log into Ford Diagnostic and Repair System (FDRS).

**NOTE:** Vehicle information is automatically retrieved by the diagnostic software and a Network Test is run. Vehicle identification data appears on the screen when this is complete.

3. Click **Read VIN from Vehicle** or manually enter the Vehicle Identification Number (VIN).

**NOTE:** Available modules are shown on the left hand (LH) side of the screen and available procedures are listed on the right hand (RH) side of the screen. Modules that are communicating are highlighted in green.

4. Select **Toolbox** tab.

5. From the list on the LH side of the screen, select the **SCMJ**.

6. From the list on the RH side of the screen, select **SCMJ - Seat Control Module J (SCMJ) Software Update**.

7. Click **RUN**. Follow all on-screen instructions carefully.



8. From the list on the RH side of the screen, select **Self-Test** and click **RUN**.
9. Click the **Run Selected Tests** button in the lower right.
10. Click the **Clear & Retest** button at the top of the screen to clear DTCs in all modules.
11. Disconnect the battery charger from the 12-volt battery.

### Important Information for Module Programming

**NOTE:** When programming a module, use the following basic checks to ensure programming completes without errors.

- Make sure the 12-volt battery is fully charged before carrying out the programming steps and connect FDRS/scan tool to a power source.

**NOTE:** A good internet connection is necessary to identify the vehicle and to load the diagnostic software.

- Inspect the Vehicle Communication Module II (VCM II)/Vehicle Communication Module III (VCM III) or the Vehicle Communication and Measurement Module (VCMM) and the cables for any damage. Make sure scan tool connections are not interrupted during programming.
- A hardwired connection is strongly recommended.
- Turn off all unnecessary accessories (radio, heated/cooled seats, headlamps, interior lamps, HVAC system, etc.) and close doors.
- Turn the accessories back on after programming has completed.
- Disconnect/depower any aftermarket accessories (remote start, alarm, power inverter, CB radio, etc.).
- Follow all scan tool on-screen instructions carefully.
- Disable FDRS/scan tool sleep mode, screensaver, hibernation modes.
- Create all sessions key on engine off (KOEO). Starting the vehicle before creating a session will cause errors within the programming inhale process.

### Recovering a module when programming has resulted in a blank module

- a. Disconnect the VCM II/VCM III or the VCMM from the data link connector (DLC) and your computer.
- b. After ten seconds, reconnect the VCMII/VCMIII or the VCMM to the DLC and the PC. Launch FDRS. The VCMII/VCMIII or the VCMM icon should turn green in the bottom right corner of the screen. If it does not, troubleshoot the FDRS to VCM connection.
- c. If you are using the same FDRS as the initial programming attempt, select the appropriate VIN from the Vehicle Identification menu. If you are using a different FDRS, select "Read VIN from Vehicle" and proceed through the Network Test.
- d. In the Toolbox menu, navigate to the failed module and Download/Run Programmable Module Installation (PMI). Follow the on-screen prompts. When asked if the original module is installed, select "No" and continue through the installation application.
- e. Once programming has completed, a screen may list additional steps required to complete the programming process. Make sure all applicable steps are followed in order.





Service Engineering Operations  
Customer Service Division

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August 7, 2025

**TO:** All U.S. Ford and Lincoln Dealers

**SUBJECT: Customer Satisfaction Program 25P23**  
Certain 2025 Model Year Expedition & Navigator Vehicles  
Third Row Seat Not Folding or Unfolding

**PROGRAM TERMS**

This program will be in effect through August 31, 2026, for vehicles within the new bumper-to-bumper warranty coverage period.

FSA VIN Lists are expected to be available on August 7, 2025.

**AFFECTED VEHICLES**

Vehicle	Model Year	Assembly Plant	Build Date Range
Expedition	2025	Kentucky Truck Plant Build	October 28, 2024 through July 9, 2025
Navigator	2025	Kentucky Truck Plant Build	October 28, 2024 through July 9, 2025

U.S. population of affected vehicles: 45,544. Affected vehicles are identified in OASIS and FSA VIN Lists.

**REASON FOR THIS PROGRAM**

On some of the affected vehicles, the customer may experience an inoperative third-row power one-touch function when using the 3L, 3R or center button. Customers can reset the third-row seat fold operation by pressing and holding the center fold button for up to one minute.

**SERVICE ACTION**

Customer satisfaction P-type programs are to be performed on impacted vehicles already in for other service work (either mobile repair or in dealership). Dealers are to reflash the Power Fold Seat Module. Print a copy of the Customer Information Sheet and provide it to each customer upon completion of the Field Service Action.

**OWNER NOTIFICATION MAILING SCHEDULE**

Owner letters will not be mailed for this program.

**ATTACHMENTS**

- Administrative Information
- Labor Allowances and Parts Ordering Information
- Technical Instructions
- Mobile Service Repair Assessment
- Mobile Repair/Vehicle Pick-Up & Delivery Record
- Customer Information Sheet

## **QUESTIONS & ASSISTANCE**

For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site. The SSSC Web Contact Site can be accessed through the Professional Technician System (PTS) website using the SSSC link listed at the bottom of the OASIS VIN report screen or listed under the SSSC tab.

Customer Service Division

## Customer Satisfaction Program 25P23

### **MOBILE SERVICE REPAIR ASSESSMENT LEVEL**

- All repairs in this program have the following assessment level.
  - 🔧 - Mobile Reprogramming
- Customer satisfaction P-type programs are to be performed on impacted vehicles already in for other service work (either mobile repair or in dealership) and Remote Experience reimbursement for just this repair is not allowed.
- Print a copy of the Customer Information Sheet and provide it to each customer upon completion of the Field Service Action.

### **OASIS ACTIVATION**

OASIS will be activated on August 7, 2025.

### **FSA VIN LISTS ACTIVATION**

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> by August 7, 2025.

### **SOLD VEHICLES**

- Correct affected vehicles identified in OASIS which are brought to your dealership within the applicable bumper-to-bumper warranty coverage period.
- Dealers are to prioritize repairs of customer vehicles over repairs of new and used vehicle inventory.

### **STOCK VEHICLES**

- Correct all affected units in your new vehicle inventory before delivery.

### **BRANDED / SALVAGED TITLE VEHICLES**

Branded / salvaged title vehicles are eligible for this service action.

### **OWNER REFUNDS**

Refunds are not approved for this program.

### **RENTAL VEHICLES**

Rental vehicles are not approved for this program.

### **MOBILE SERVICE CLAIMING QUESTIONS**

- Dealers participating in the Remote Experience Program:
  - Ford and Lincoln Dealers - refer to EFC16629, Announcing the 2025 Remote Experience Program.
- Dealers NOT participating in the 2025 Remote Experience Program:
  - For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site.
  - Work with the Dealership warranty administrator to create an SSSC contact ID#.
  - Once an SSSC agent responds to the new contact ID#, you may opt to call the SSSC hotline: (800) 325-5621.

**Customer Satisfaction Program 25P23****FORD PICK-UP & DELIVERY**

- Dealers participating in the Remote Experience Program:
  - Refer to EFC16629, Announcing the 2025 Remote Experience Program for additional details.
- Dealers NOT participating in the 2025 Remote Experience Program:
  - Dealers may claim one-half labor hour per repair for vehicle Pick-Up & Delivery services.
  - Dealers must retain a Vehicle Pick-Up & Delivery Record with the repair order documentation.

**LINCOLN PICK-UP & DELIVERY**

- Owners of Lincoln vehicles within a 4 year / 50,000-mile warranty have the option of requesting Pick-Up & Delivery service from their dealership. For details, reference EFC15921, 2025 Lincoln Pick-Up & Delivery Program Announcement.
- For Lincoln vehicles outside of 4 years / 50,000-mile warranty, refer to refer to EFC16629, Announcing the 2025 Remote Experience Program.
- Dealers NOT participating in the 2025 Remote Experience Program:
  - For Lincoln vehicles outside of 4 years / 50,000-mile warranty, see labor claiming table below.

**ADDITIONAL REPAIR (LABOR TIME AND/OR PARTS)**

Additional repairs identified as necessary to complete the FSA should be managed as follows:

- For related damage and access time requirements, refer to the Warranty and Policy Manual / Section 6 – Ford & Lincoln Program Policies / General Information & Special Circumstances for FSA's / Related Damage.
- **For modules not requiring an RVC, use normal diagnostics.**
- **For vehicles within new vehicle bumper-to-bumper warranty coverage, no SSSC approval is required**, although related damage must be on a separate repair line with the "Related Damage" radio button checked.
  - Ford vehicles – 3 years or 36,000 miles
  - Lincoln vehicles – 4 years or 50,000 miles
- **For vehicles outside new vehicle bumper-to-bumper warranty coverage:**
  - Submit an Approval Request to the SSSC Web Contact Site before completing the repair.

**Customer Satisfaction Program 25P23****CLAIMS PREPARATION AND SUBMISSION**

- **Technician Competency Requirement:** The STST Competency 10 certification requirement in the U.S. market only will be enforced starting with repair orders opened on or after August 31, 2024. FSA repairs will reject and the claim will not be paid if the repairing technician is not certified in STST Competency 10 FSA. See EFC15936 for more details.
- **Claim Entry:** Enter claims using Dealer Management System (DMS) or One Warranty Solution (OWS) online.
  - When entering claims:
    - Claim type 31: Field Service Action.
    - Sub Code: 25P23
    - Customer Concern Code (CCC): S59
    - Condition Code (CC): 42
    - Causal Part Number: 14F042, Quantity 0
  - For additional claims preparation and submission information, refer to the Recall and Customer Satisfaction Program (CSP) Repairs in the OWS User Guide.
- **Related Damage/Additional labor and/or parts:** Must be claimed as Related Damage on a separate repair line from the FSA with the same claim type and subcode as described in Claim Entry above.

**IMPORTANT:** Click the Related Damage Indicator radio button.
- **Lincoln Pick-Up & Delivery:** Claims for Lincoln Pick-Up & Delivery should be submitted on a separate line from the FSA. Refer to EFC15921, 2025 Lincoln Pick-Up & Delivery Program Announcement for details.
  - For Lincoln vehicles outside of 4 years / 50,000-mile warranty, refer to refer to EFC16629, Announcing the 2025 Remote Experience Program.
  - Dealers NOT participating in the 2025 Remote Experience Program
    - For Lincoln vehicles outside of 4 years / 50,000-mile warranty, see labor claiming table below.
- **Ford Pick-Up & Delivery:**
  - Dealers participating in the Remote Experience Program:
    - Refer to EFC16629, Announcing the 2025 Remote Experience Program for additional details.
  - Dealers NOT participating in the 2025 Remote Experience Program:
    - Dealers may claim one-half labor hour per repair for vehicle Pick-Up & Delivery services.
    - Dealers must retain a Vehicle Pick-Up & Delivery Record with the repair order documentation.

**Customer Satisfaction Program 25P23**

**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
Reflash the Power Fold Seat Module	25P23B	0.3 Hours
<p><b>Ford</b> Vehicle Pick-Up &amp; Delivery Allowance:  <b>This allowance is only for <u>non-eligible</u> 2025 Remote Experience Program Dealers.</b>  <b>NOTE:</b> This allowance is for dealer-performed vehicle Pick-Up &amp; Delivery for dealership repairs only. Can only be claimed once, regardless of outstanding FSAs repaired.</p>	25P23PP	0.5 Hours
<p><b>Lincoln</b> Vehicle Pick-Up &amp; Delivery Allowance: <b><u>Only</u></b> vehicles <b><u>outside</u></b> of Lincoln Pick-Up &amp; Delivery contract coverage of <b>4 years/50,000 miles for dealers NOT participating in the 2025 Remote Experience Program.</b>  <b>NOTE:</b> This allowance is for dealer-performed vehicle Pick-Up &amp; Delivery for dealership repairs only. Can only be claimed once, regardless of outstanding FSAs repaired.</p>	25P23LL	0.5 Hours

**Customer Satisfaction Program 25P23**  
Certain 2025 Model Year Expedition & Navigator Vehicles  
Third Row Seat Not Folding or Unfolding

**Customer Information Sheet**

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.

To correct this condition, perform the following 3<sup>rd</sup> row seat 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 the center 3rd power fold seat control button once (located between 3L and 3R) and allow seats to move to the unfolded position.
5. Press the 3L and 3R buttons independently to verify that the seats are folding properly.

If the third-row power fold function remains inoperative after performing the relearn procedure, schedule a service appointment with the dealer for assistance.

25P23

## Mobile Repair / Vehicle Pick-Up and Delivery Record

VIN \_\_\_\_\_ received (check one):

- Mobile Repair
- Pick-up and/or delivery service

As outlined below for the 25P23 Field Service Action program.

Mobile Repair – Date: \_\_\_\_\_

OR

Pick-up – Date: \_\_\_\_\_

Delivery – Date: \_\_\_\_\_

\_\_\_\_\_  
Repair Order #

\_\_\_\_\_  
Repair Order Date

\_\_\_\_\_  
Service Manager Signature

\_\_\_\_\_  
Date

**NEW VEHICLE DEMONSTRATION / DELIVERY HOLD**  
**Customer Satisfaction Program 25P23**  
 Certain 2025 Model Year Expedition & Navigator Vehicles  
 Third Row Seat Not Folding or Unfolding








**Mobile Service Repair Assessment**

Assessment levels have been identified to help determine the ease of performing eligible mobile service repairs for a Field Service Action (FSA) outside of the dealership service facility.


**Dealer Bulletin**


Within the Administrative Information Attachment of the dealer bulletin a mobile service repair assessment level(s) will be provided. These assessment levels have been determined using the amount of time, equipment and labor identified to perform the intended service action.

**Assessment Levels**

-  - Mobile Reprogramming (MRA1)
-  - Light Mobile Service (MRA2)
-  - Enhanced Mobile Service (MRA3)
-  - Advanced Mobile Service (MRA4)
-  - Not a Mobile Service Repair (MRA5)
-  - Wheel and Tire Mobile Service (MRA6)
-  - Advanced Driver Assistance System (ADAS) Mobile Repair (MRA7)

**Description of each level that is used to determine the overall assessment.**

-  – Mobile Reprogramming (MRA1)
  - Module Programming or similar type services
  - Minimum tools maybe required other than an **IDS/FDRS** setup
  - FDRS programming that requires internet connection (wi-fi or mobile hotspot)
  - Make sure vehicle has a charge port to ensure battery voltage is maintained during flashing of the module(s)
  - Repairs not greater than 1 hour in length (including time to wait for programming)

*Note: The location will need a charging station or wall box to maintain the 12-volt battery.*
-  – Light Mobile Service (MRA2)
  - Interior repair procedures that do not require seat, dash, or headliner removal
  - Under hood repairs that do not require large component removal
  - Exterior repairs that do not require large component/panel removal
  - Repairs may require standard hand tools (Access to a Technician starter kit or similar)

**NEW VEHICLE DEMONSTRATION / DELIVERY HOLD**  
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   – Enhanced Mobile Service (MRA3)

- **A two-person process is required anytime a procedure requires work under the vehicle**
- Brake Inspection and Brake Repair/Replacement
- Limited Suspension Component replacement (no alignment)
- Under Vehicle access for limited repairs (no large component removal)
- Vehicle Check Up - VCU
- Pre-Delivery Inspection - PDI
- Used Car Inspection/Presale Inspection
- May require floor jack, jack stands, and impact tools

*Note: Wheel lock may be required.*

    – Advanced Mobile Service (MRA4)

- Fluid Exchange/Oil Change
- Light Repairs
- Brake Hydraulic Repairs

 – Not a Mobile Service Repair (MRA5)

1. Large component removal
2. BEV Battery Replacement
3. Requires a vehicle hoist – to complete the repair (more than inspection)
4. Required vehicle alignment
5. Requires significant vehicle disassembly
6. Repairs greater than 2-3 hours
7. Any repairs that require M-Time
8. Includes a service procedure where the vehicle owner may be distressed about the state of their vehicle.

 – Wheel and Tire Mobile Service (MRA6)

- Tire Removal from Wheel
- Tire Balancing
- Tire Repair

*Note: Specialized Mobile Service unit and equipment including Tire balancer and Tire Changer required.*

 – Advanced Driver Assistance System (ADAS) Mobile Repair (MRA7)

- Requires the uses of a ADAS Mobile Service Kit.
- May require a post repair test drive.
  - Parking Lot Maneuvers to capture parking lines for camera alignment.
  - Steady speed cruising (45 MPH).
- **The vehicle service location will have to be validated before scheduling an appointment to determine if a mobile repair is appropriate.**