



SSM 54335 2025 Expedition/Navigator - Incorrect Key Fob Power Splitgate Operation After Vehicle Is Off Minimum Of 5 Minutes

2025 Expedition (Active/Tremor/Platinum)/Navigator vehicles have a feature which allows the key fob splitgate button to open only the liftgate when pressed. Some vehicles may exhibit both the liftgate and tailgate opening (following a key fob button press) after the vehicle has been off for a minimum of 5 minutes regardless of feature setting. The system will work correctly when the vehicle has not been asleep for longer than 5 minutes or if the vehicle is powered on. This may be due to the software in the rear gate trunk module (RGTM) and accessory protocol interface module (APIM). Replacing components will not resolve this issue. Inform customers that engineering is currently working on a solution for this condition and will be released via a software update delivered over-the-air (OTA) expected by the end of Q1 2026. The software will update automatically if vehicle connectivity is enabled in the vehicle settings. Schedule a service visit for customers who have disabled vehicle connectivity or who report that they did not receive the update by April 2026. Monitor Professional Technician System (PTS) for additional information. While this software is in development, customers may choose to use the physical open/close buttons to be sure that the liftgate or tailgate opens as intended.