



SSM 54355 2025 Expedition/Navigator - Second Row Power Seats - Second Row Seat Does Not Return To Latched Position After Using The Powered Easy Entry Operation

Some 2025 Expedition/Navigator vehicles may exhibit a symptom where the 2nd row seat does not return to the latched position after a power easy entry function is performed. This may be due to the 2nd row seat losing its learned position or the floor latches accidentally cinching while the seat is in easy entry position.

To correct the condition on Navigator vehicles equipped with second row multi-contour seats (minor feature code BYBAL) pull the manual pull strap located on the lower portion of the seat back and allow the seat to pitch up into the easy-entry position. Then, press the return pitch button located on the side of the seat backrest. If normal power easy entry operation is not restored, manually force the seat into the fully down and cinched position. To confirm a vehicle is built with minor feature code BYBAL, review the build information by double-clicking the vehicle identification number (VIN) in the upper left corner in the Professional Technician System (PTS).

To correct the condition for Expedition/Navigator vehicles not equipped with 2nd row multi-contour seats (not equipped with minor feature code BYBAL) start by checking the seat floor latches. Be sure that both latches are unlatched while the seat is pitched up in the easy entry position. If one or both latches are latched, simultaneously pull the manual pull strap located on the lower portion of the seat back while manually rotating the seat floor latches into the unlatched position.

Verify that power easy entry operation has returned using the power easy entry buttons located on the side of the seat. Normal power easy entry operation does not require the use of the manual pull strap. The Workshop Manual (WSM) is in process of being updated with the above information. If power easy entry operation does not return to normal, perform diagnostics as outlined in the WSM, Section 501-10B. For claiming, use causal part 78613A14 and MT78613A14SSM up to 0.5 hours