



SSM 54581 2024-2026 Nautilus, 2025-2026 Explorer/Aviator - Auto Fold Mirror Operation Not Matching Selection In Center Display Screen

Some 2024-2026 Nautilus and 2025-2026 Explorer/Aviator vehicles equipped with power folding mirrors may exhibit concerns with the auto folding mirror functionality not matching the status selected by the switch in the center display screen menu. Examples include auto folding not operating when the switch is enabled and/or auto folding continuing to function when the switch is disabled. This may be due to the software in the driver door module (DDM) and passenger door module (PDM). Power folding mirror operation from the physical button is not affected by this condition. Inform customers that engineering is currently working on a solution for this condition that is expected in Q4 2026. Replacement or reprogramming of the accessory protocol interface module (APIM), DDM, or PDM will not resolve this condition. Monitor Professional Technician System (PTS) for additional information and schedule service appointments for customers once the repair becomes available.

If the vehicle exhibits this condition, submit a Vehicle Concern Report. To submit a report, click on the "Submit Global Concern Report (GCR)" link at the upper right of the PTS Vehicle ID screen (VIN required) and fill out the form. Do not use the "Report A Problem" link to submit a report for this condition.