



SSM 54613 2025-2026 Expedition/Navigator - 3rd Row Power Folding Seat Misalignment After Performing A Reset

Some 2025-2026 Expedition/Navigator vehicles may exhibit misalignment of the 3rd row power folding seats when in the full upright position after performing a reset for an obstruction event. This may be due to the software in the power fold seat module (PFSM). This module may also be referenced as the seat control module J (SCMJ). Inform customers that engineering is currently working on a solution for this condition that is expected in Q4 2026. If a vehicle comes in for this condition, instruct the customer that resetting the 3rd row power folding seats a second time will correct the condition. Monitor Professional Technician System (PTS) for additional information and schedule service appointments for customers once the repair becomes available.

The 3rd row power seat reset is performed with the following relearn procedure:

1. Start the vehicle and open the liftgate/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 a vehicle exhibits this concern, submit a Global Concern Report (GCR). 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.