



## **SSM 54711 2025-2026 Expedition/Navigator - Second Row Armrest Loose Or Broken**

Some 2025-2026 Expedition/Navigator vehicles may experience a second row armrest pin that is loose or broken. Engineering is aware of this condition and is investigating a service solution that will enhance the strength of the arm rest support structure and prevent recurring failures. This solution is expected to be available by the end of Q2 2026. If the customer is not willing to wait for the enhanced service solution, replacement of the seat frame is acceptable. Note that service replacement seat frames will have similar performance attributes for the arm rest support structure as the original seat frame that is being replaced. Should the customer choose to wait for the enhanced service solution that includes a strengthened arm rest support, schedule an appointment with the customer when the repair is made available in Q2 2026. Monitor Professional Technician System (PTS) for updates.