



SSM 55198 2025-2027 Navigator - Second Row Multi-Contour Seat Does Not Return To The Latched Position Using The Power Return Function

Some 2025-2027 Navigator vehicles equipped with multi-contour seats (minor feature code BYBAL) may exhibit a condition where the second-row seat does not return to the latched position (under power) after pressing the power return button (located on the outboard side of the seatback). To confirm a vehicle is built with a certain minor feature code, review the build information by double-clicking the vehicle identification number (VIN) in the upper left corner in the Professional Technician System (PTS). This may be caused by an occupant pulling the manual release strap. The manual release strap is intended to be used in emergency situations only where power seat operation is not available. Pulling the manual release strap disengages the seat pitch motor clutch. To correct the condition, the seat pitch motor clutch must re-engage with the seating system. Starting with the seat in the rearward position, press the power seat pitch button once and release it. While the seat is in motion, gently guide the headrest and seatback downward, moving the seat approximately halfway down toward the strikers (without striking the latches). Hold seat in that position and wait approximately 10 seconds for the clutch to re-engage, which may occur after the seat stops moving. An audible click will confirm clutch engagement. Release the seatback. The seat should now return to a latched position after pressing the power return button. If power seat operation is not restored, perform normal diagnostics in Workshop Manual (WSM), Section 501-10B. For claiming, use causal part 78613A14 and MT55198SSM (up to 0.5 hours).