SSM 55305 2025-2027 Expedition/Navigator - Second And/Or Third Row Power Seat Functions Inoperative, Second Row "Seat Cannot Lock Do Not Use" Warning Message With DTC U024D Stored In The APIM - Built On Or Before 21-Sep-2026

Some 2025-2027 Expedition/Navigator vehicles built on or before 21-Sep-2026 may exhibit second and/or third row power seat functions inoperative with diagnostic trouble code (DTC) U024D stored in the accessory protocol interface module (APIM). Vehicles built without multi-contour second row seats (without minor feature code BYBAL) may also display "Seat Cannot Lock Do Not Use" in the instrument panel cluster (IPC). This may be due to the software in the seat control module-J (SCMJ).

If the Ford Diagnostic Repair System (FDRS) shows the SCMJ offline during a network test, perform a battery disconnect/connect to restore SCMJ communication. Refer to Workshop Manual (WSM), Section 414-01. If SCMJ communication is not restored with the power reset, diagnose the SCMJ communication fault outside of this article. Refer to WSM, Section 418-00A.

If SCMJ communication was restored by the battery reset, reprogram the SCMJ using the latest software level of the FDRS scan tool to correct this condition. For claiming, use causal part number 14F042 and labor operations 12651D and 12651D4.

To confirm a vehicle is built without a certain minor feature code, review the build information by double-clicking the vehicle identification number (VIN) in the upper left corner in Professional Technician System (PTS).