SSM 55244 2025-2027 Expedition/Navigator - Second Row "Seat Cannot Lock" Warning And/Or Second And Third Row Power Seat Functions Inoperative

Some 2025-2027 Expedition/Navigator vehicles built without multi-contour second row seats (without minor feature code BYBAL) may exhibit a concern where the instrument panel cluster (IPC) displays "Seat Cannot Lock Do Not Use" for one or both second row seats. This message can appear if the seat control module-J (SCMJ) is offline. If the Ford Diagnostic Repair System (FDRS) shows the SCMJ offline during a network test, determine if a battery disconnect/connect restores SCMJ communication. Refer to Workshop Manual (WSM), Section 414-01. If not, diagnose communication faults referring to WSM, Section 418-00A.

If no communication faults are present but seat cannot lock warnings occur, engineering seeks feedback on latch sensor circuit voltage while the concern is present. Access (but do not disconnect) connectors C3136/C3135 under the affected second row seat(s). Using a multimeter, connect negative lead to body ground. Using a flex probe or similar, back probe terminals 2 and 22 on C3135 and record the voltage. Back probe terminals 8 and 23 on C3136 and record the voltage. Desired voltage (with seats latched) is 0.35 to 0.52 volts. Pinpoint Test L was updated in WSM, Section 501-10B to include individual latch status parameter ID (PID) monitoring and added diagnostics for potential wiring concerns. If the vehicle exhibits any of these conditions, click the "Submit Global Concern Report (GCR)" link at the upper right of the Professional Technician System (PTS) Vehicle ID screen (vehicle identification number [VIN] required) and fill out the form. Do not use the "Report A Problem" link to submit a report for these conditions. Engineering is investigating these conditions with a solution expected by the end of Q4 2026. For claiming, use causal part number 14F042 and labor operations 12651D and 12651D45. To confirm a vehicle is built without a certain minor feature code, review the build information by double-clicking the VIN in the upper left corner in PTS.