



SSM 54647 2024–2026 Nautilus - Front Driver And/Or Passenger Heated Seat Inoperative With DTCs B120A:2A And/Or B1208:2A - Built On Or Before 06-Nov-2025

Some 2024–2026 Nautilus vehicles built on or before 06-Nov-2025 may exhibit an inoperative driver and/or front passenger heated seat with diagnostic trouble code (DTC) B1208:2A stored in the driver seat module (DSM) and/or DTC B120A:2A in the passenger front seat module (SCMB). Inform the customer that Ford is currently working on a solution for this condition that is expected Q2 2026. Monitor Professional Technician System (PTS) for additional information and schedule a service appointment for the customer once the repair becomes available.

If a customer vehicle exhibits this concern, submit a Vehicle Concern Report. To submit a report, click on the "Submit Global Concern Report (GCR)" link at the upper right of the 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 this condition.