

SSM 50591 - 2022 Explorer/Aviator - Intermittent Passenger Massage Seat Function

Some 2022 Explorer/Aviator vehicles may exhibit an intermittent passenger seat massage function with no diagnostic trouble codes (DTCs). This may be due to the configuration of the seat control module G (SCMG) and seat control module H (SCMH) modules. Replacement of the SCMG and SCMH will not correct the condition. Inform customers that they can continue to drive the vehicle and engineering is currently working on a solution for this condition and a software update is expected at the end of March 2022. This condition does not affect vehicle durability and no additional diagnosis or service is required for this condition at this time. Monitor OASIS for additional information and schedule service appointments for customers once the repair becomes available.

APPLICABLE VEHICLES

2022 CAR: TV U611N AVIATOR

2022 CAR: TW U625N EXPLORER