



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

July 27, 2023

Mr. Tom Single  
Assistant Director  
Ford Motor Company  
330 Town Center Drive  
Suite 500  
Dearborn, MI 48126

NEF-107DM  
23V-507

**Subject:** Front Windows May Not Reverse Direction

Dear Mr. Single:

This letter serves to acknowledge Ford Motor Company's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

FORD/F-250 SD/2023  
FORD/F-350 SD/2023  
FORD/F-450 SD/2023  
FORD/F-550 SD/2023

**Mfr's Report Date:** July 21, 2023

**NHTSA Campaign Number:** 23V-507

**Components:**

STRUCTURE:BODY:DOOR

**Potential Number of Units Affected:** 1,339

**Problem Description:**

Ford Motor Company (Ford) is recalling certain 2023 Super Duty F250, F350, F450, and F550 vehicles. If the driver and front passenger door module experiences a low power condition and resets while the window is moving, the anti-pinch function may not detect an obstacle near the top edge and may not automatically reverse direction.

**Consequence:**

A window that does not automatically reverse when an obstruction is encountered increases the risk of injury.

**Remedy:**

Dealers will update the software, free of charge. Owner notification letters are expected to be mailed September 11, 2023. Owners may contact Ford customer service at 1-866-436-7332. Ford's number for this recall is 23S37.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.nhtsa.gov](http://www.nhtsa.gov).



Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in 49 U.S.C. § 30118(f), submission of eight consecutive quarterly reports followed by three annual reports is required. As described in 573.7, submission of the first of eight consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter. The first of three consecutive annual status reports will be due on, or before, 1 year after the eighth quarterly report was submitted.

Ford Motor Company's contact for this recall will be DeMara Magruder who may be reached by email at [demara.magruder@dot.gov](mailto:demara.magruder@dot.gov). We look forward to working with you.

Sincerely,



Alex Ansley  
Chief, Recall Management Division  
Office of Defects Investigation  
Enforcement