



# TECHNICAL SERVICE BULLETIN

## One Touch Up/Down Window Does Not Operate Properly

**25-2201**

14 May 2025

**Model:**

<b>Ford</b> 2021-2025 F-150	Built on or before 01-Feb-2025
2024 F-Super Duty	

**Markets:** North America markets only

**Issue:** Some of the vehicles listed in the Model statement above equipped with one-touch up/down front windows may exhibit a window not responding to one-touch controls, not opening all the way and/or bouncing back when using the one-touch close function. This may be due to a calibration parameter in the DDM and/or PDM.

**Action:** For vehicles that meet all of the criteria in the Issue and Model statements, follow the Service Procedure to reprogram the DDM and/or PDM.

**Warranty Status:** Eligible under provisions of New Vehicle Limited Warranty (NVLW)/Service Part Warranty (SPW)/Service Part New Vehicle (SPNV)/Extended Service Plan (ESP) coverage. Limits/policies/prior approvals are not altered by a TSB. NVLW/SPW/SPNV/ESP coverage limits are determined by the identified causal part and verified using the OASIS part coverage tool.

**Labor Times**

Description	Operation No.	Time
2021-2023 And 2025 F-150: Reprogram The DDM And PDM Perform Power Door Window Initialization for Both DDM And PDM (Do Not Use With Any Other Labor Operations)	252201A	0.4 Hrs.
2024 F-150/F-Super Duty: Reprogram The DDM And PDM, Download And Run DDM/PDM Configuration Applications Includes Time To Perform Power Door Window Initialization for Both DDM And PDM (Do Not Use With Any Other Labor Operations)	252201B	0.4 Hrs.

**Repair/Claim Coding**

Causal Part:	14B291
Condition Code:	04

**Service Procedure**

- Reprogram the DDM and PDM using the latest software level of the FDRS scan tool.
  - For 2024 vehicles only, download and run the "DDM - Driver Door Module (DDM) Configuration" and "PDM - Passenger Door Module (PDM) Configuration" applications in the FDRS scan tool.
- Perform the power door window initialization procedure for both the DDM and the PDM. Refer to WSM, Section 501-11.
- Are the one-touch up/down front window features continuing to exhibit the concern?
  - Yes - refer to WSM, Section 501-11 for normal diagnostics.
  - No - repair is complete.

© 2025 Ford Motor Company  
All rights reserved.

NOTE: The information in Technical Service Bulletins is intended for use by trained, professional technicians with the knowledge, tools, and equipment to do the job properly and safely. It informs these technicians of conditions that may occur on some vehicles, or provides information

that could assist in proper vehicle service. The procedures should not be performed by "do-it-yourselfers". Do not assume that a condition described affects your car or truck. Contact a Ford or Lincoln dealership to determine whether the Bulletin applies to your vehicle. Warranty Policy and Extended Service Plan documentation determine Warranty and/or Extended Service Plan coverage unless stated otherwise in the TSB article. The information in this Technical Service Bulletin (TSB) was current at the time of printing. Ford Motor Company reserves the right to supersede this information with updates. The most recent information is available through Ford Motor Company's on-line technical resources.