



# TECHNICAL SERVICE BULLETIN

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

**25-2448**

18 September  
2025

This bulletin supersedes 25-2201. Reason for update: update the vehicles affected.

### Model:

<b>Ford</b>
2021-2025 F-150
2024-2025 F-Super Duty

**Markets:** North American 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
2021-2025 F-150, 2024-2025 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)	252448A	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.
  - 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.

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.